



CENTERS FOR MEDICARE & MEDICAID SERVICES

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Office of Information Services

# Remote Access Guide

OFFICE OF INFORMATION SERVICES

# Remote Access Guide

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CMS  
7500 Security Blvd  
Baltimore MD

Version History		
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## 1 Introduction

This guide provides information to establish a remote network connection to the Centers for Medicare & Medicaid Services (CMS) and the CMS Data Center (CMSDC). This guide covers remote connections through the Medicare Data Communications Network (MDCN).

MDCN provides networking services in support of the Medicare for the Common Working File (CWF) network and other Medicare/Medicaid-related traffic. The MDCN contract, which uses Value Added Network (VAN) services from AT&T Global Networking Services (AGNS), replaces a contract originally let by the National Library of Medicine, which used the services of Advantis. Additional information of MDCN may be obtained at <http://www.cms.hhs.gov/mdcn/>

AGNS provides CMS with a private frame-relay-based network WAN (Wide Area Network). AGNS also can provide a special dialer software that performs an encrypted login to a gateway at a local telephone number near the end user. As part of the User ID setup process, a user can be granted access to specific IP (Internet Protocol) addresses. All addresses not specifically allowed are automatically denied.

In short, you can think of the CMS remote access provided by AGNS as analogous to an ISP (Internet Service Provider). However, you do NOT have access to 'The Internet' through this connection. **Also, you cannot access the CMSDC through the Internet.**

## 2 Identifying the Type of Remote Access

These instructions are only designed to get you to the application. Application specific instructions are available through the application owner.

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2.2 lists the application and the type of access required. Based on the application type shown in section 2.2, one of several possible scenarios is required to be completed. The scenarios are based on both application type and whether the access is through a WAN or dial-up connection.

### 2.1 Access Types

#### 2.1.1 Citrix Remote Dial-up Users need to install the following:

1. AGNS Dialer
2. Citrix Client
3. Universal Print Driver
4. Application Shortcut or CMS Employees Only: CMS Application Portal

#### 2.1.2 Citrix Remote WAN Users need to install the following:

1. Citrix Client
2. Universal Print Driver
3. Application Shortcut

#### 2.1.3 Web Remote Dial-up Users need to install the following:

1. AGNS Dialer
2. Internet Explorer
3. Application Shortcut

#### 2.1.4 Web Remote WAN Users need to install the following:

1. Internet Explorer
2. Application Shortcut

#### 2.1.5 Client Server Remote Dial-up Users need to install the following:

1. AGNS Dialer
2. Application Shortcut

**2.1.6 Client Server Remote WAN Users need to install the following:**

1. Application Shortcut

**2.2 CMS Applications**

APPLICATION NAME	TYPE
ATARS - Audits Tracking & Reporting System	Citrix
BUCS - Budget Under Control System	Citrix
CMS Intranet – CMSnet	Web
CIS Staff Action	Citrix
CRAS – Cost Reporting and Analysis System	Web
DESY	Web
DOORS	Client Server
DOORSNET	Web
EUA – Enterprise User Administration	Web
FID - Fraud Investigation Database	Citrix
FULS - Federal Upper Limit System	Citrix
HCIS Customer Information System	Citrix
HCRIS - Health Care Provider Cost Report Information System	Citrix
HGTS - Harkin Grantee Tracking System	Citrix
HOD TN3270	Web
HTS - Travel System	Citrix
IRP - Incentive Reward Program Tracking System	Citrix
MBD – Medicare Beneficiary Database	Web
MDRI - Medicaid Drug Rebate Initiative	Citrix
MED - Medicare Exclusion Database	Citrix
Metadata Query Facility	Citrix
OIG Hotline	Citrix
PECOS - Provider Enrollment Chain and Ownership System	Citrix
PIMR - Program Integrity Management Reporting	Citrix
QuickHire Federal	Citrix
Remote Desktop CO	Citrix
SA – Expert Advisor	Citrix
SPW - State Plan Amendments and Waivers	Citrix
Stars National	Citrix
Stars	Citrix
Visual Source Safe	Citrix





## 3 AGNS Dialer

### 3.1 Pre-Installation Requirements

CMS employees - Insert the Remote Access CD into your CD-ROM drive on your PC. Double Click on “**My Computer**”. Double Click on the Drive that indicates your CD ROM drive. Double click on “**ncsetup.exe**” icon.

Non-CMS employees - Must download the AGNS Dialer software.

**Downloading:** You may download the AGNS dialer over the Internet from the AGNS website at <http://help.attbusiness.net/index.cfm?sectID=501&catID=572&ID=3379>. The dialer is also available from the CMS Extranet at <http://158.73.207.36/ncsetup.exe>. You may download it to a network drive if you need to install it on multiple machines. If you do not have Internet access to download the Dialer, please call Nancy Peschau at 410-786-6008 or send an EMail to [RemoteAccess@cms.hhs.gov](mailto:RemoteAccess@cms.hhs.gov).

**System Requirements:** Installation of the AGNS Dialer must be performed on a PC with Windows 98/NT/ME/2000/XP. You must also make sure that Microsoft Dial-Up Networking (DUN), Microsoft TCP/IP, and the Microsoft Dial-Up Adapter are installed before proceeding with the AGNS Dialer installation. Windows 98 also needs to have the Client for Microsoft Networks installed. This is done by clicking Start/Settings/Control Panel/Network/Configuration Tab/Add/Clients/Client for Microsoft Networks/Add/OK. Please see your local PC support staff if you need assistance with any Microsoft software installation.

## 3.2 Installation

### Executing the Installation

To start the installation, click *Start* on the Windows Task Bar, and then click *Run*. When Figure 1: Windows Run Dialog appears, type in **d:\ncsetup** (where “d” is the appropriate drive letter identifying the floppy drive, CD\_ROM drive, or hard disk location containing the installation program) and click the *OK* button.

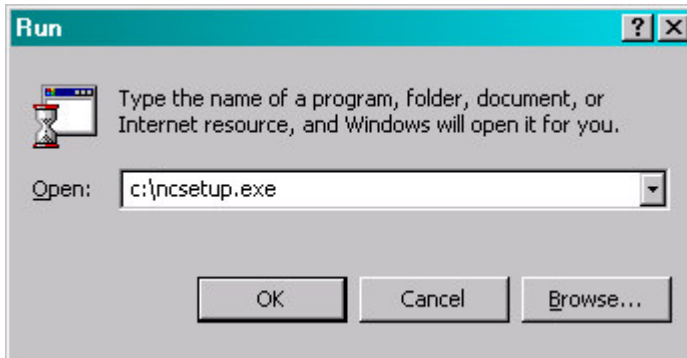


Figure 1 Windows Run Dialog

**Welcome Window**

Figure 2: Welcome Window is the first window for the AT&T Global Network Client installation. Click the 'Next' button to continue. Click 'Cancel' to exit the installation.



**Figure 2** Welcome Window

### License Agreement

Figure 3: License Agreement Window displays the standard license agreement for the AT&T Global Network Client. You may exit the installation by clicking on the *'Cancel'* button. To go back to the previous window, click on the *'Back'* button. To continue with the installation, you must agree to the terms and conditions specified in the license agreement by clicking on the *'I Agree'* button.

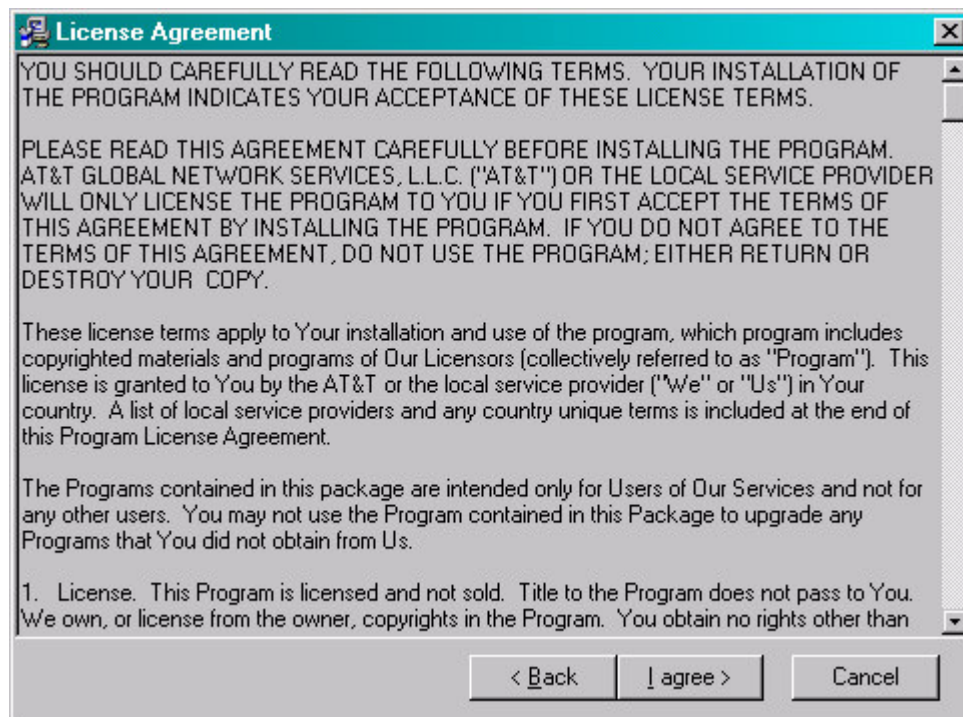


Figure 3 License Agreement Window

### Installation Folder

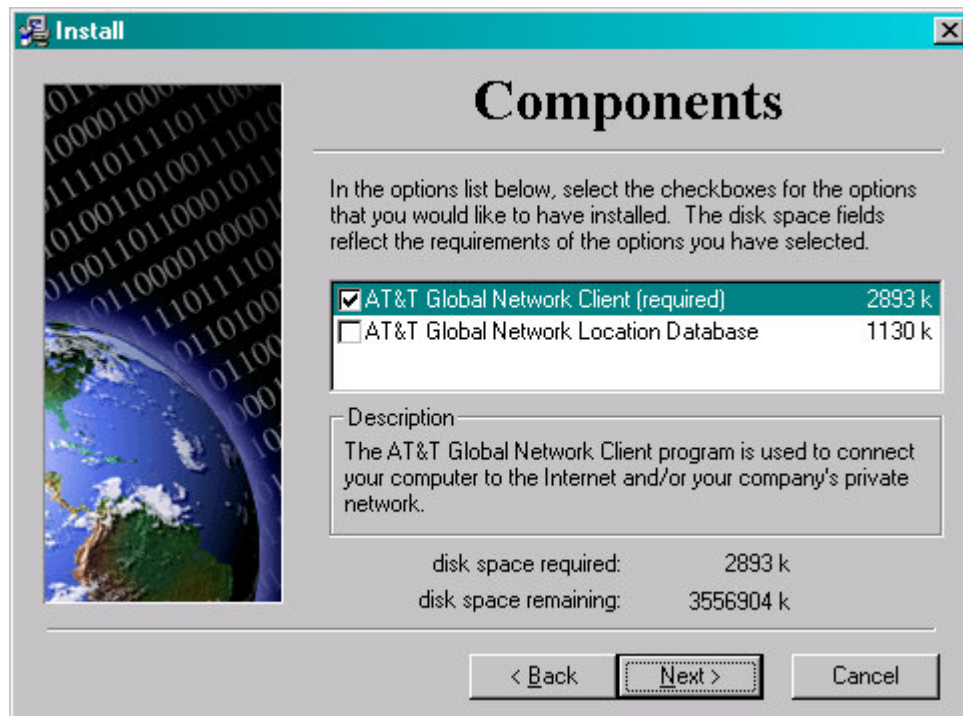
Figure 4: Installation Folder Window allows you to select the folder or directory to which the AT&T Global Network Client files will be installed. It is recommended that you use the default folder and click the 'Next' button to continue with the installation. Advanced users can change the folder by clicking on the 'Browse' button; this will display Figure 7: Windows Select Destination Directory through which you can select another folder as a destination.



**Figure 4 Installation Folder Window**

### Components to Install

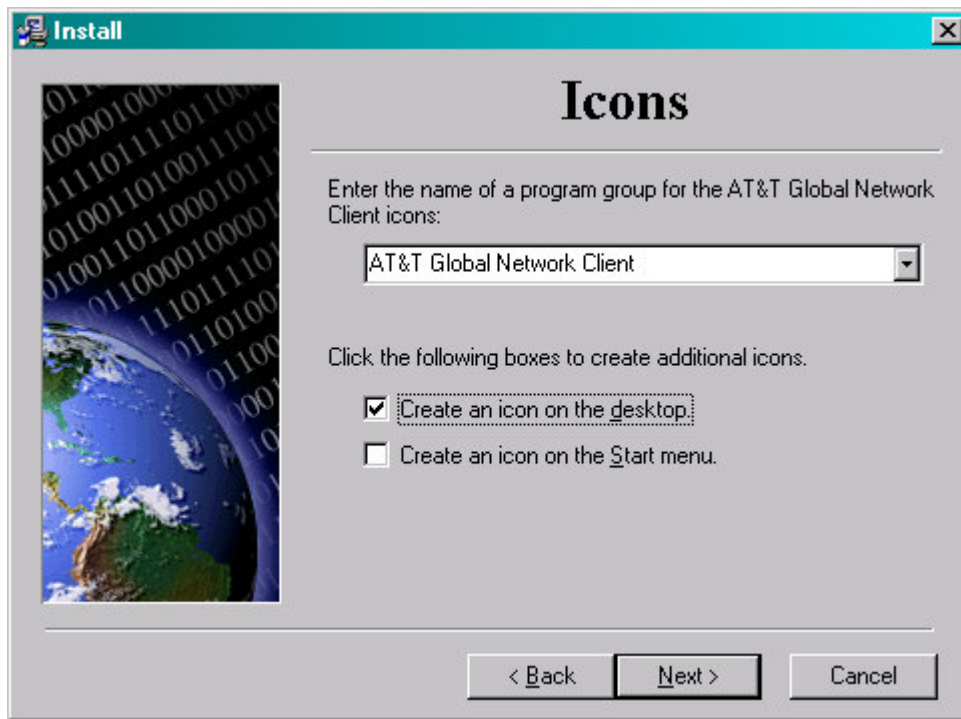
Figure 5: Components Window will allow you to select any optional components to be installed with the AT&T Global Network Client program. The AT&T Global Network Client program is required, but the AT&T Global Network Location Database components listed in the Components Window is not required. (The AT&T Global Network Location Database provides the ability to determine closest phone locations based on area code.) To install an optional component, click the checkbox next to the component name so that a check appears in the box. Once you have made your selections, click the 'Next' button to continue.



**Figure 5 Components Window**

### Installing the Icons

Icons are used on the Windows Desktop and on the Windows Programs Menu. (Clicking 'Start' on the Windows Task Bar and clicking 'Programs' will provide you access to the Windows Programs Menu.) Icons on the Windows Programs Menu are organized according to program group. Figure 6: Icons Window allows you to specify the name of the program group where you would like the AT&T Global Network Client icon to be displayed.



**Figure 6 Icons Window**

By default, an icon as shown in Figure 7: Default AT&T Global Network Client Icon will be created on the desktop. You can change this by clicking the first checkbox, “*Create an icon on the desktop*”, so that there is no longer a check in the box. If you click the second checkbox, “*Create an icon on the Start menu*”, so that a check appears, an AT&T Global Network Client icon will be added directly to the Windows Start Menu.



**Figure 7 Default AT&T Global Network Client Icon**

### Starting the Installation

Figure 8: Start Window indicates that the installation program is ready to copy required files to your hard drive. To start the installation, click the *Install* button. You may exit the installation by clicking the *Cancel* button. To go back to a previous window click the *Back* button.

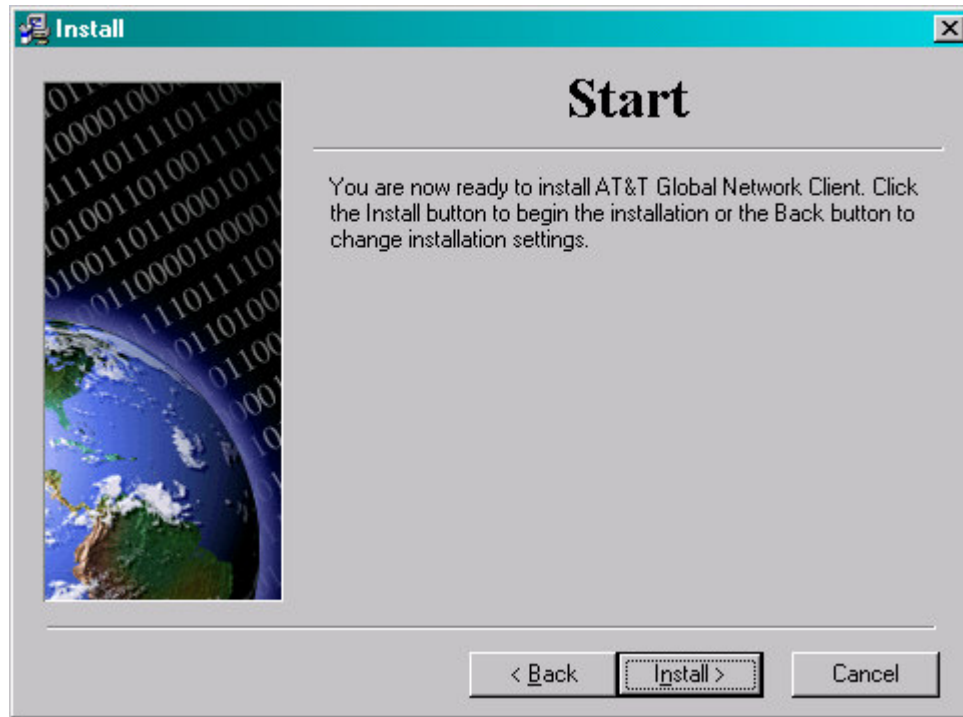


Figure 8 Start Window

### Copying the files

After you click the *Install* button, a progress bar like the one shown in Figure 9: Installation Progress Bar will appear showing the progress of copying the files to your computer.

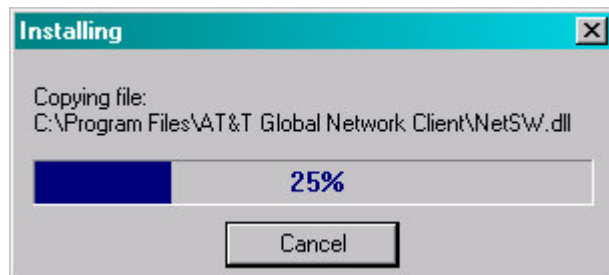
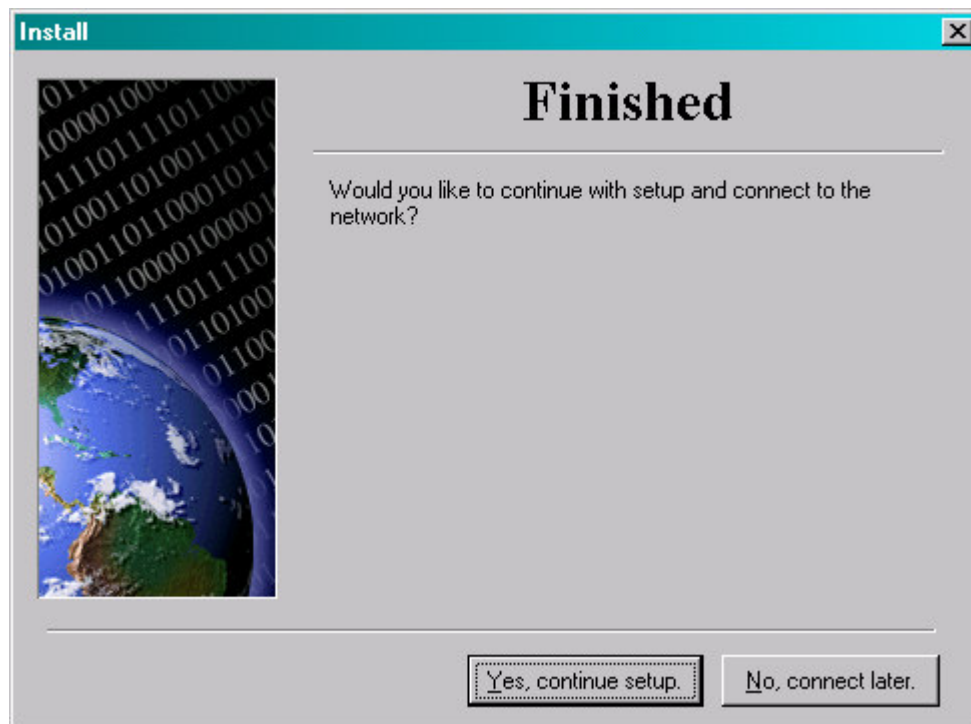


Figure 9 Installation Progress Bar



### Finished With Install

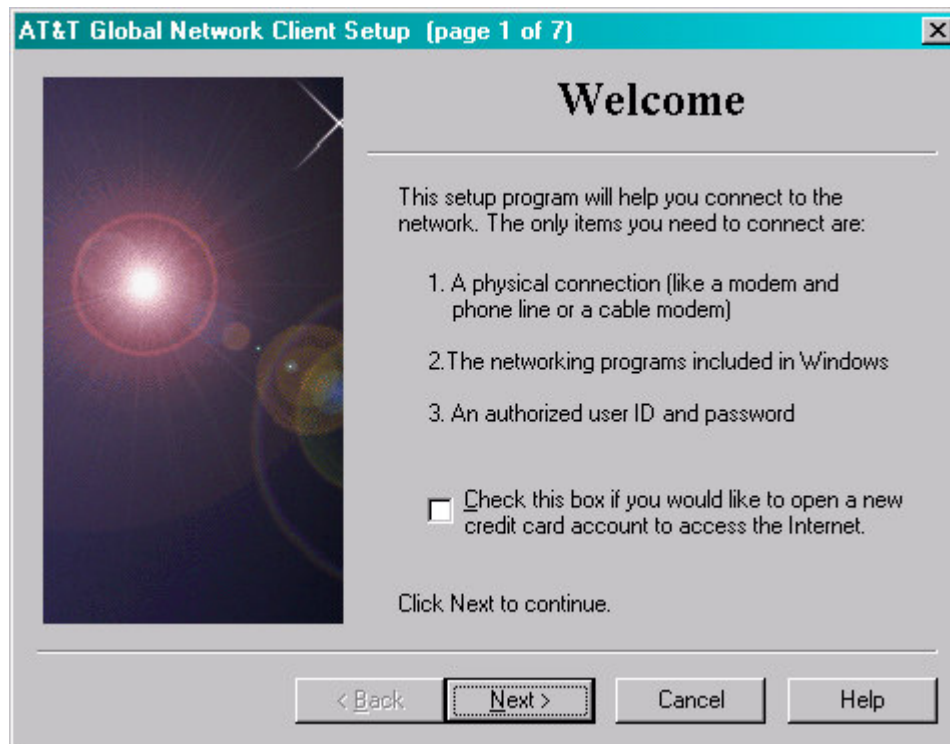
After all files have been copied, Figure 10: Finished Window will be displayed. Click '*Yes, continue setup*' to launch the AT&T Global Network Client and complete any setup required for your initial connection. Click '*No, connect later*' to exit the installation. To setup and use the AT&T Global Network Client later, double-click the AT&T Global Network Client icon (icon is shown in Figure 7) on the desktop or select it from the Windows Start Menu.



**Figure 10 Finished Window**

### Setup Welcome Window

Figure 11: Setup Welcome Window lists the requirements for establishing a network connection. Once you have read and verified the requirements, continue by clicking the '*Next*' button. If you do not know your account and user ID information, please exit setup by clicking the '*Cancel*' button and contact your account administrator.



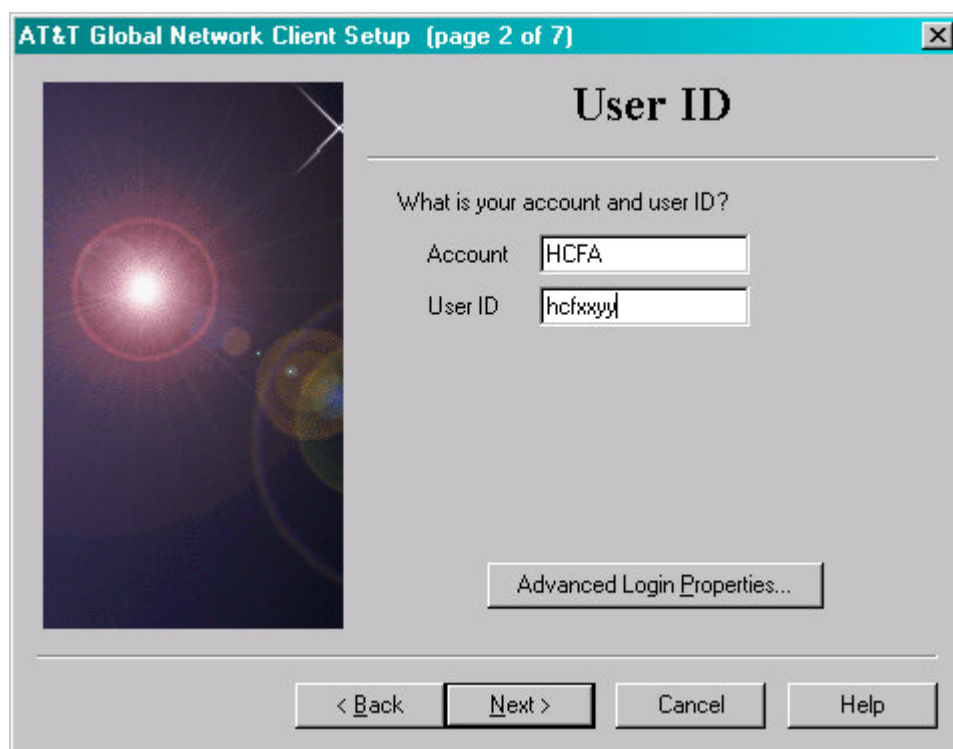
**Figure 11 Setup Welcome Window**

#### Account and Userid Window

Enter your account information into the text boxes shown in Figure 12: Setup User ID Window and click 'Next' to continue.

If you are an internal CMS user, or an external user with a CMS account (for example, a State Agency or a Contractor), type in 'HCFA' (without the quotes) in the Account box and type in your AGNS ID (i.e. hcfxyy, where xxyy is your CMS User ID) in the User ID box.

If you are an external user with your own private account (for example, a Managed Care Organization), enter the Account and User ID provided to you by AT&T Global Network Services.

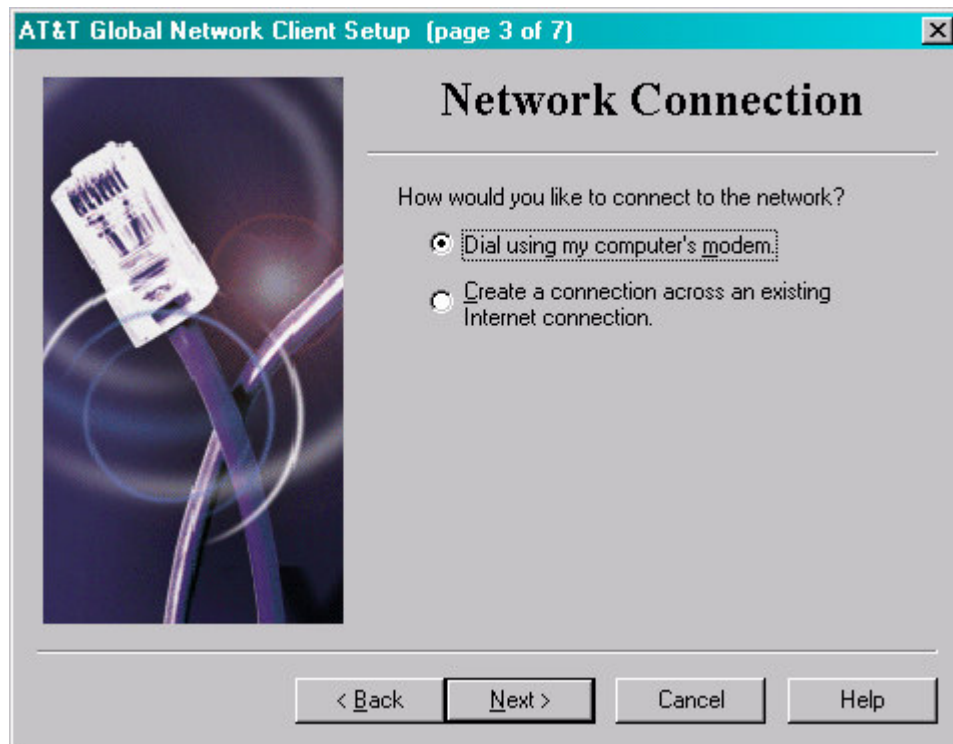


**Figure 12 Setup User ID Window**

The '*Advanced Login Properties*' button is optional and it is recommended that all users click the '*Next*' button to continue.

### Network Connection Window

Figure 13: Setup Network Connection Window is required to determine if you are going to use a modem and phone line to connect to the network. All CMS IP routing services require the use of your computer's modem for network access. After you have selected *"Dial using my computer's modem"*, click the *'Next'* button to continue.

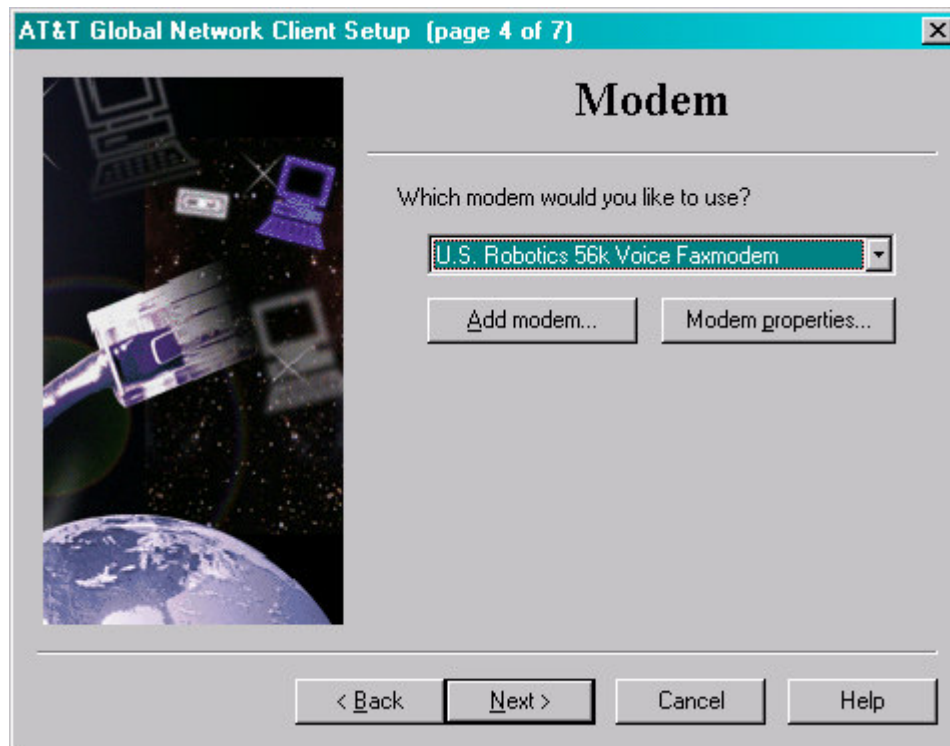


**Figure 13 Setup Network Connection Window**

### Modem Window

Figure 14: Setup Modem Window is only displayed if you have more than one modem installed on your computer. Select the modem you would like to use for your connection and click the *'Next'* button.

If you do not have any modems installed or the modem you would like to use is not listed in the drop-down box, you should click the *'Add modem'* button and follow the prompts to set up a new modem.



**Figure 14 Setup Modem Window**

### Location Window

The Location window format is dependent on the country you select. In order to display the list of closest possible phone numbers to dial, you should select the country from which you are attempting to connect in the '*Country*' drop-down menu. Because the phone number format and rules vary depending on country, the country selected will determine if area code, exchange, or city code input boxes will appear. Users in US and Canada will be asked for the information shown in Figure 15. The example phone number string that is shown under the input boxes on the Location window will help you identify the information that is being requested. You should complete any input fields requested. If a prefix is required to dial an outside phone line, select one in the '*Dial Prefix*' drop-down menu; if the prefix required is not listed you can type the required prefix into the '*Dial Prefix*' entry box. Click the '*Next*' button to continue.

AT&T Global Network Client Setup (page 5 of 7)

## Location

Where are you calling from? (This information is used to help find the nearest access and helpdesk numbers.)

Country: United States

Area code:

ex: 123 - xxx - xxxx

Do you need to dial a prefix to get an outside line or to disable call waiting?

Dial prefix:

< Back   Next >   Cancel   Help

**Figure 15 US and Canada Setup Location Window**

### Network Access Number Window

On Figure 16: Setup Network Access Number Window the country and region should be displayed according to the information specified on Figure 15: US and Canada Setup Location Window. Verify that the information displayed is correct and click on the closest city from the phone number list. The 'Number to dial' dropdown displays the most popular dial combinations for the selected number. If you want to display all the numbers for a country without region or state information, uncheck the *Region* checkbox.

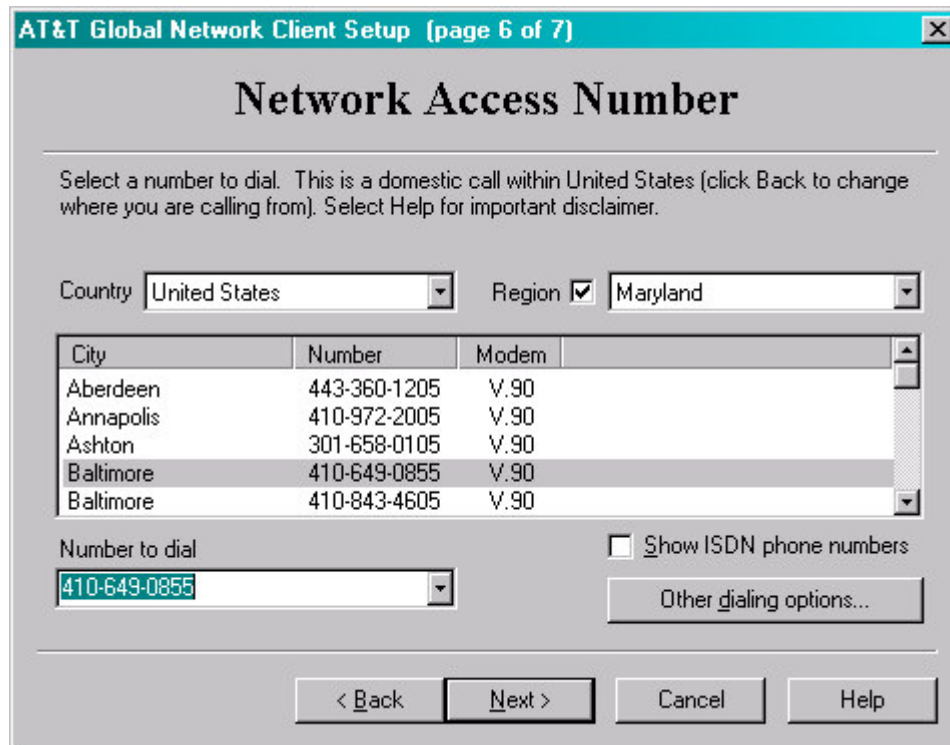
Note: The 1-800 service from AGNS incurs additional costs to CMS and is only allowed on an exception basis.

The "Call Type" and "Distance" columns may be displayed in the Setup Network Access Number Window. They are only displayed if the AT&T Global Network Location Database is installed.

Note: The ISDN service from AGNS incurs additional costs to CMS and is not supported by CMS.

Click the "Other dialing options" button to display Figure 17: Setup Other Dialing Options Window if you require *pulse dialing* or *calling card dialing*. For *calling card dialing*, enter any desired *Prefix* and *Suffix* to be used around the number to be dialed. Digits added to the

*prefix* field will be dialed before the selected number. Digits added to the *suffix* will be dialed after the selected number.



**AT&T Global Network Client Setup (page 6 of 7)**

## Network Access Number

Select a number to dial. This is a domestic call within United States (click Back to change where you are calling from). Select Help for important disclaimer.

Country: United States Region: ☒ Maryland

City	Number	Modem
Aberdeen	443-360-1205	V.90
Annapolis	410-972-2005	V.90
Ashton	301-658-0105	V.90
Baltimore	410-649-0855	V.90
Baltimore	410-843-4605	V.90

Number to dial: 410-649-0855 ☐ Show ISDN phone numbers

Other dialing options...

< Back   Next >   Cancel   Help

**Figure 16 Setup Network Access Number Window**



**Other Dialing Options**

Select the dialing options you would like to use with this network access number.

☐ Pulse dialing

☐ Calling card dialing

Prefix:

Suffix:

OK   Cancel   Help

**Figure 17 Setup Other Dialing Options Window**



### Setup Complete Window

Figure 18: Setup Complete Window indicates all required setup is now complete and the AT&T Global Network Client is ready to establish a network connection. Click the 'Yes' field 'Finish' button to close the setup windows and display Figure 19: Login Window.

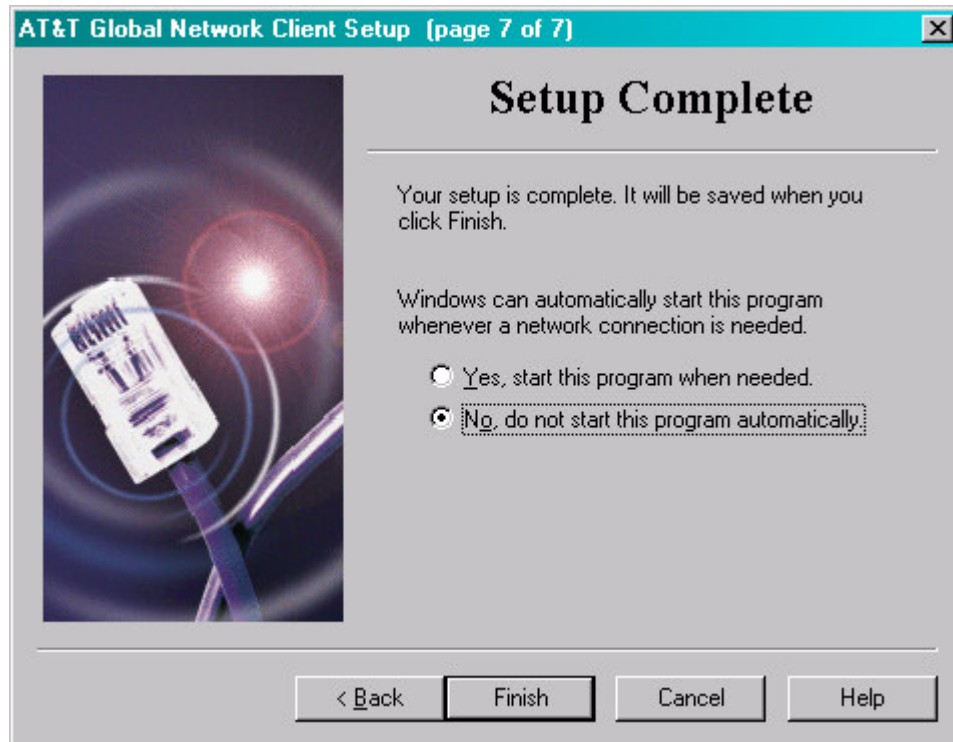


Figure 18 Setup Complete Window

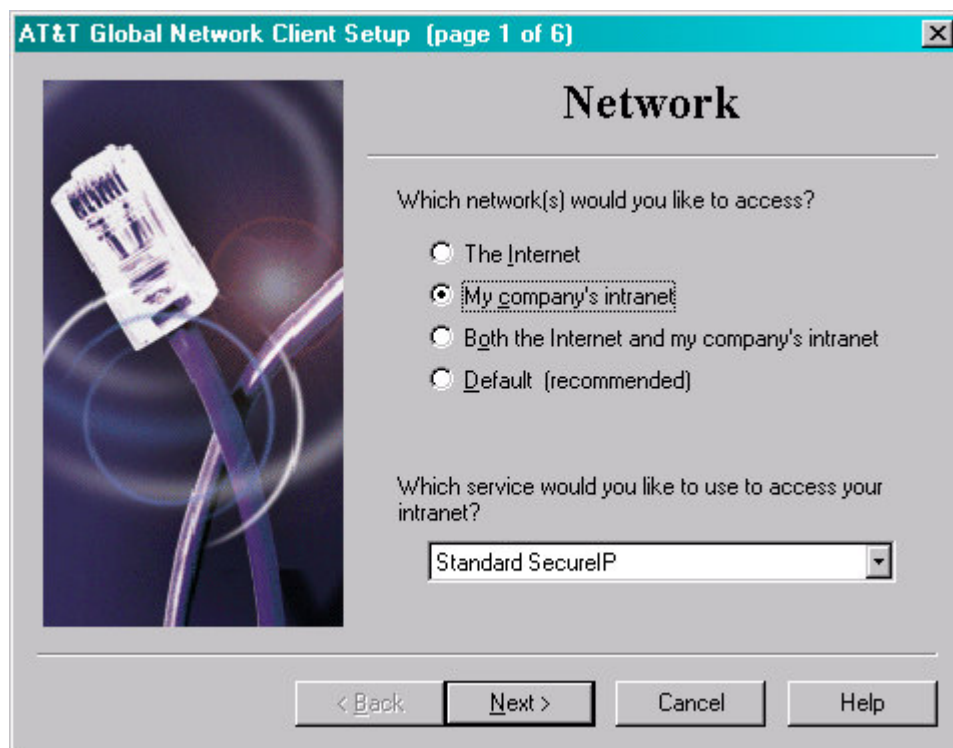


### 3.3 Advanced Login Properties

**Note:** The following is only for users that were advised to enter additional configuration parameters by your administrator.

This section was selected using the Advanced Login Properties button from Figure 12: Setup User ID Window.

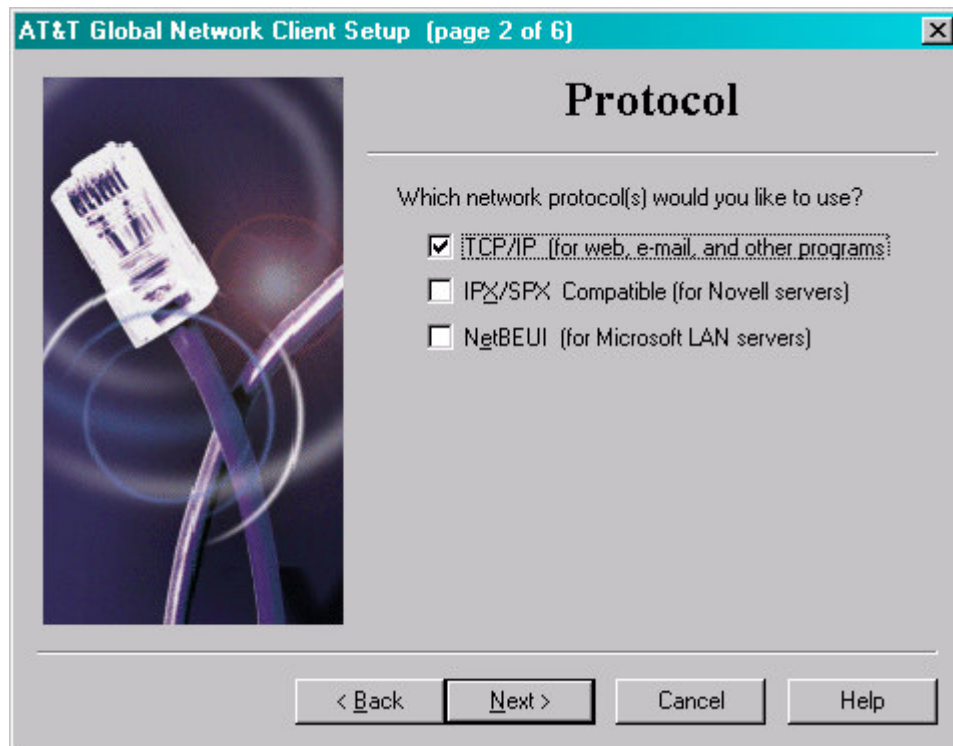
Figure 19: Setup Network Window allows you to specify if you would like to connect to one of four networks. Select Your company's private Intranet. Click the 'Next' button to continue.



**Figure 19 Setup Network Window**

#### Protocol Selection

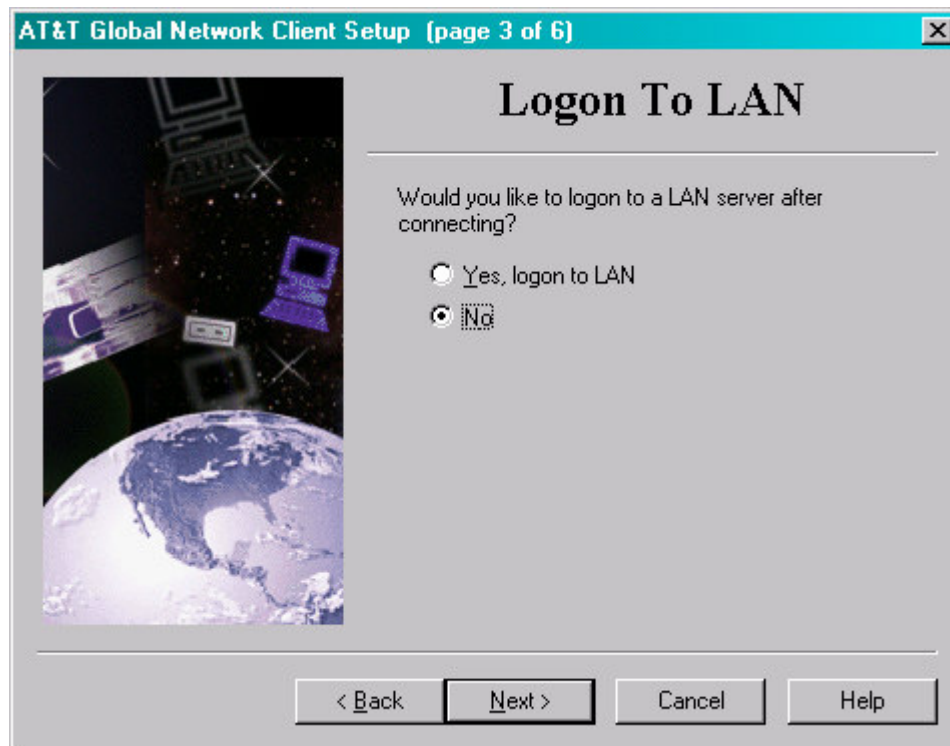
Figure 20: Setup Protocol Window allows you to select which network protocols you will use during your connection. TCP/IP is required to negotiate your network connection and cannot be disabled. Click the 'Next' button to continue.



**Figure 20 Setup Protocol Window**

### **Logon To LAN**

Figure 21: Setup Logon to LAN Window. Click the radio button next to "No". Click the 'Next' button to continue.



**Figure 21 Setup Logon to LAN Window**

### Setting up DNS

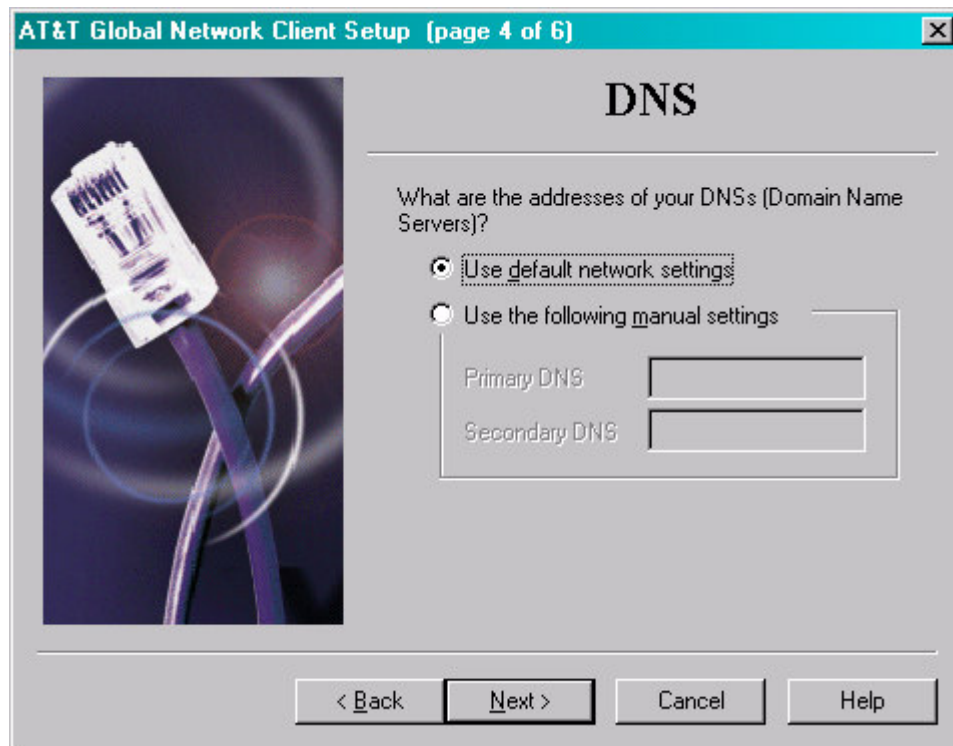
Figure 22: Setup DNS Window allows an advanced user to specify the Domain Name Service Servers to be used for the network connection. A DNS Server is needed to resolve names into TCP/IP addresses. The recommended settings are shown in Figure 22:

Recommended DNS Settings. If you do not know the DNS servers for your company's private Intranet or your company does not own it's own DNS servers click the radio button next to 'Use default network settings'. If you need more information about your DNS Server information, please contact your account administrator.

If you are an internal CMS user, or an external user with a CMS account (for example, a State Agency or a Contractor), leave the boxes for Primary and Secondary empty. If you have been given DNS addresses, you may enter them now.

If you are an external user with your own private account (for example, a Managed Care Organization), and you were given DNS addresses, you may enter them now. Note that if you are only accessing the CMSDC for mainframe terminal access, you do not need a DNS entry.

Click 'Next' to continue.



**Figure 22 Setup DNS Window**

### Setting up WINS

Figure 23: Setup WINS Window allows advanced users to enter the WINS servers to be used for the network connection. A WINS server is needed to resolve LAN (NetBIOS) names into TCP/IP addresses. A WINS server is usually required for computers to locate LAN servers across an intranet. Additional information about using WINS can be obtained from your account administrator.

If your account administrator did not provide you with one or more WINS server addresses, click the radio button next to 'Use default network settings'.

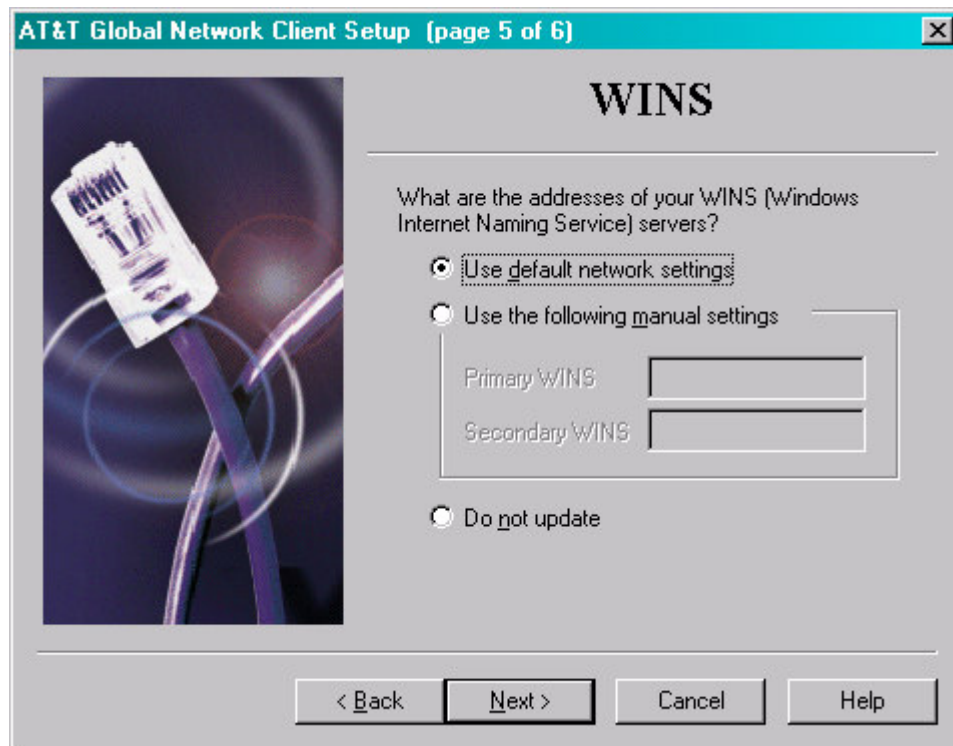


Figure 23 Setup WINS Window

### Setting up Domain Suffix

Figure 24: Setup Domain Suffix allows advanced users to configure the TCP/IP domain name and domain suffix search list that are used while connected to the network with this profile. The domain name is automatically used during name resolution and therefore does not need to be added to the search list.

If your account administrator did not provide you with one or more Domain Suffix, click the radio button next to 'Use default network settings'

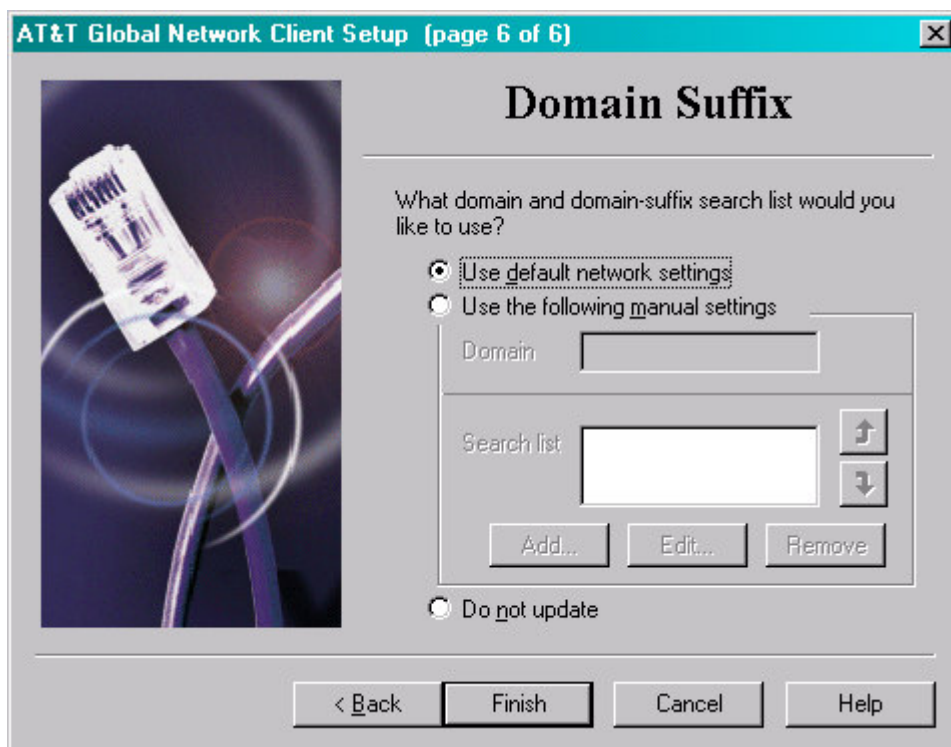


Figure 24 Setup Domain Suffix

### 3.4 AGNS Dialer Logon

This logs you in to the MDCN (Medicare Data Communication Network) private network provided by AGNS. This is the only dial access allowed into CMS, and it does not use the Internet. The AGNS User ID and password are separate from all CMS application User IDs and passwords (i.e. Mainframe RACF User ID and password).

#### 3.4.1 Establishing a Connection

Double Click on the Figure 25: AT&T Global Network Client icon.



Figure 25 AT&T Global Network Client icon

#### Login Window

Figure 26: Login Window is the main window of the AT&T Global Network Client.

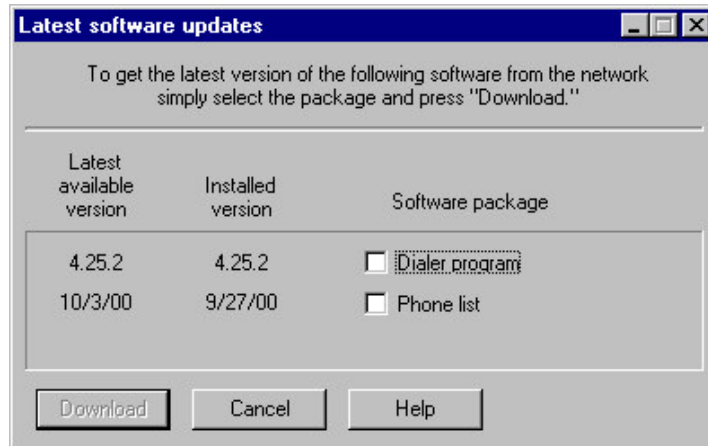
Verify your Login profile is the correct one being displayed; e.g. "HCFxyy". To connect, enter your AGNS password in the '*Password*' text box. ***Do not*** click the box next to '*Save Password*'. CMS does not permit the saving of CMS passwords on the client. Click the '*Connect*' button to establish a connection.



Figure 26 Login Window

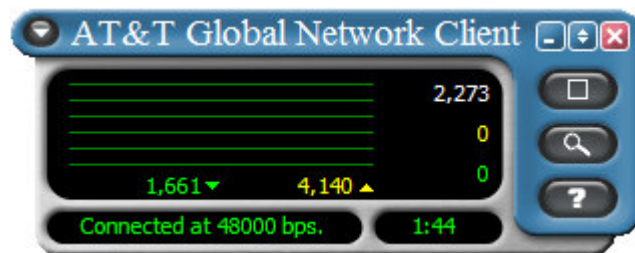


Once you are successfully connected you may be prompted to download the latest dialer program and phone list. Click on the “Download” button.



### Connected Window

After a successful connection has been established, Figure 27: Connected Window is displayed. On the bottom of the Connected Window, the connected speed is displayed in bits per second. Next to the connected speed, the total time connected is displayed in hours, minutes, and seconds. Above the connected speed, the total bytes received is displayed in green with a down arrow indicating data direction, and the total bytes sent is displayed in yellow with an up arrow indicating direction. Above the count of total bytes received and sent is a histogram displaying recent network activity. To the right of the histogram, the peak throughput in bytes per second is displayed in white. The bytes sent in the last second is displayed below peak throughput in yellow and the bytes received in the last second is displayed below bytes sent and shown in green. To end your connection, click the ‘□’ button. To view on-line help click the ‘?’ button.



**Figure 27 Connected Window**

The title bar of the AT&T Global Network Client Connected Window has three icons that can be used to control how the AT&T Global Network Client is displayed. The title bar is located across the upper edge of the AT&T Global Network Client and the icons are located on the right hand side.



To reduce the size of the Connected Window, click the Reduce Icon, located in the middle of the three icons. Figure 28: Reduced Connected Window will be displayed. The Reduced Connected Window displays the total bytes sent and received in the last second, a simple histogram, and the total time connected in hours, minutes, and seconds.

The Connected Window can be minimized to the Windows Task Bar by clicking the Windows Minimize Icon, located in the left position of the three icons, on the AT&T Global Network Client title bar.

To disconnect and close the Connected Window click the Windows Close Icon, located in the right position of the three icons, on the AT&T Global Network Client title bar.



**Figure 28 Reduced Connected Window**

### 3.4.2 Making Shortcuts (after connecting to AGNS)

CMS recommends the creation of a single folder on the desktop named “Private Intranet Sites”. The Private Intranet folder is the preferred location for installing shortcuts for CMS applications requiring dialup. The following are examples of creating shortcuts in the folder for accessing CMS applications. These are specific using the CMS Remote Access CD, however the same procedure can be applied to shortcut files provided by CMS application owners.

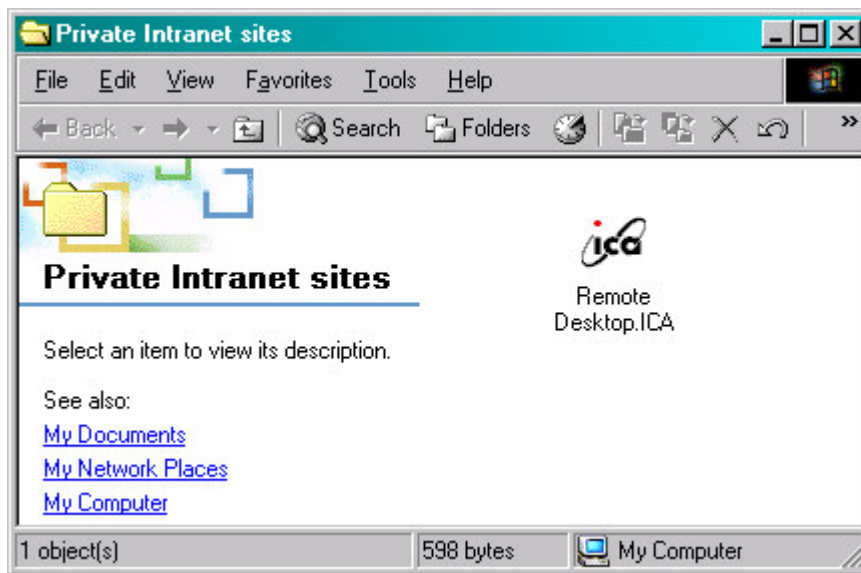
Insert the Remote Access CD into your CD-ROM drive on your PC.

Double-Click on “My Computer”. Double-Click on the CD-ROM drive. Right Click on Remote Desktop ICA icon and select copy from the drop down menu.

Open the Private Intranet sites window.

Select Edit from Tool Bar and click Paste. This will create a Remote Desktop ICA icon in the Private Intranet sites Window.

A shortcut has now been established.



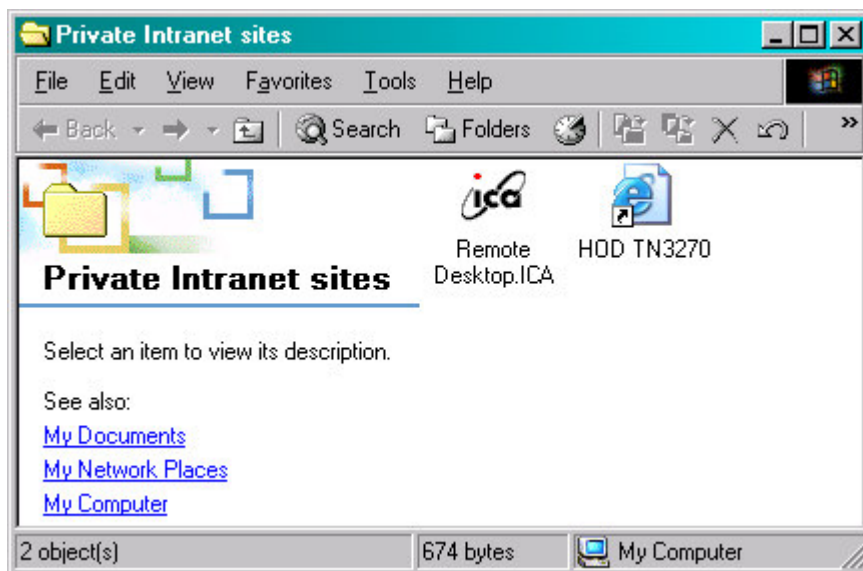
Making Shortcut for HOD TN3270

Minimize the Private Intranet sites Window.

Double-Click on “My Computer”. Double-Click on the CD-ROM drive. Right Click on HOD TN3270 icon and select copy from the drop down menu.

Restore the Private Intranet sites window.

Select Edit from Tool Bar and click Paste. This will create a HOD TN3270 icon in the Private Intranet sites Window as shown below.



### 3.4.3 Change Password

If you want to change your network password, click the *Change* button on Figure 26: Login Window. Figure 29: New Password Window will be displayed. Enter your current password and enter your new password in both the *New Password* and *Confirm New Password* fields. Click the *OK* button. After your password has been changed you will receive a notification dialog.



Figure 29 New Password Window

### 3.4.4 Traveling User

The traveling user tray of the Login Window is useful for quickly selecting a new phone number for users that visit multiple locations on a frequent basis. To display the traveling user tray for the client, click the box next to *Traveling user* so that a check appears on the box; the traveling user tray will open on the Login Window as shown in Figure 30: Traveling User Tray. The Modem, Country, Region, City, and Number selected during the setup will be displayed. You can alter any of this information by using the drop-down menus. To display all the phone numbers for a country not by region or state, click the box next to *Show regions* to remove the check.



**Figure 30 Traveling User Tray**

### 3.4.5 Previous Connections

Most users have a need to dial the same set of numbers on a regular basis. The AT&T Global Network Client retains a list of the previously used connections for this purpose. Click the *'Previous Connections'* button on the Traveling User section to display a list of the most recently used numbers. To select one of the recent numbers, highlight it and click. The number selected will automatically populate the Traveling User section, including any dial properties associated with that number.

The AT&T Global Network Client allows you to change, rename, or delete previous connections. Click the *'Previous Connections'* button on the Traveling User section, highlight and click on *"Edit previous connections"* to display a Previous Connections Window. Highlight a number and click on *'Change'*, *'Rename'*, or *'Delete'*. The *'Rename'* button allows you to associate meaningful names with each connection such as *"My Favorite Hotel in Toronto"* rather than the default *"Toronto"*. The *'Change'* button allows you to change the

connection information, such as deleting a preceding '9,' from the phone number. The 'Delete' button allows you to remove a connection from the list.

## 4 Citrix ICA Client

### 4.1 Pre-Installation Requirements

CMS employees - Insert the Remote Access CD into your CD-ROM drive on your PC. Double Click on “**My Computer**”. Double Click on the Drive that indicates your CD ROM drive. Double click on “**ica32.exe**” icon.

Non-CMS employees - Must download the Citrix software.

**Downloading:** You may download the Citrix Client over the Internet from the Citrix website at <http://www.citrix.com/>. The client is also available from CMS Extranet at <http://158.73.207.36/ica32.exe>. You may download it to a network drive if you need to install it on multiple machines. If you do not have Internet access to download the Client, please call Nancy Peschau at 410-786-6008 or send an EMail to [RemoteAccess@cms.hhs.gov](mailto:RemoteAccess@cms.hhs.gov).

**System Requirements:** Computers used with the ICA Win32 Client must meet the following requirements

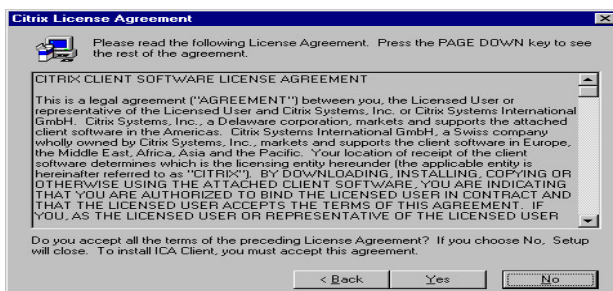
- ◆ Standard PC architecture, 486 processor or greater
- ◆ Windows 98 or greater
- ◆ 16MB RAM or greater for Windows 98
- ◆ Microsoft mouse or 100% compatible mouse
- ◆ VGA or SVGA video adapter with color monitor
- ◆ CD-ROM Drive
- ◆ 4-MB hard drive space.

## 4.2 Installation

1. Click Start, Run, and type drive:path\setup (where drive is the drive letter and path\ is the path to setup program) and select OK. Alternatively, you can start Windows Explorer, navigate to the directory where the setup program was stored, and double-click the setup program.
2. Double Click on Citrix **“ica32.exe” Client icon**.
3. The **Welcome** screen appears. Read the information on this screen and click **“Next”**.



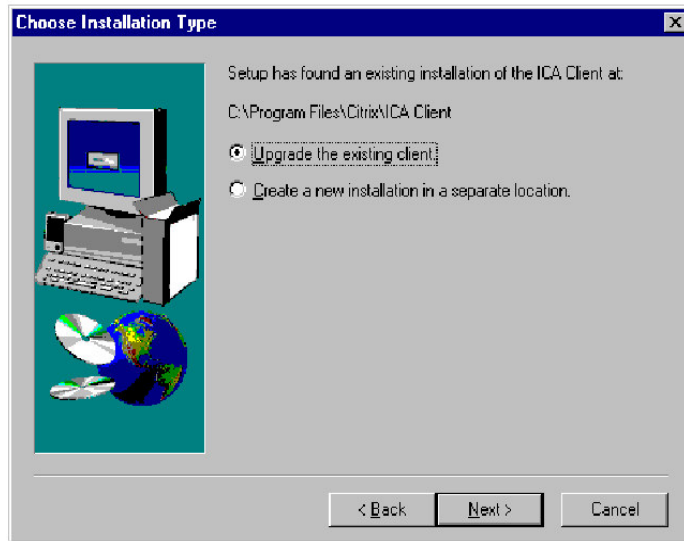
4. Accept the Citrix License Agreement by clicking **“YES”**.





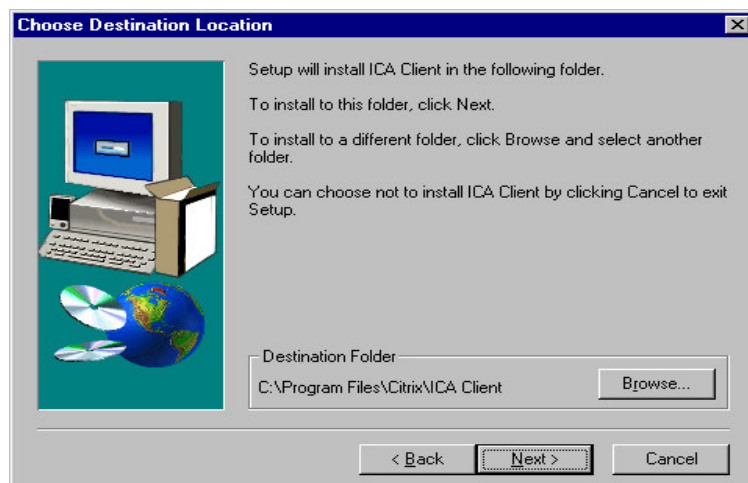
The installation program searches your client computer for previously installed versions of the ICA Win32 Client. If an older version is detected, the screen in Step 5 appears. If no older version is detected, you will see the screen shown in Step 6.

5. The **Choose Installation Type** screen may appear, if not proceed with next step.



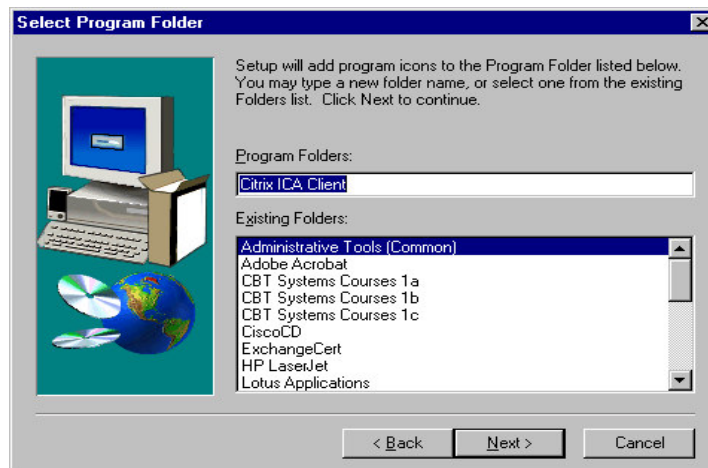
The **Choose Installation Type** screen lets you choose to either upgrade the existing client or create a new and separate installation of the ICA Win32 Client in a new location. The default value is **Upgrade the existing client**. Click “Next”.

6. The **Choose Destination Location** screen appears:



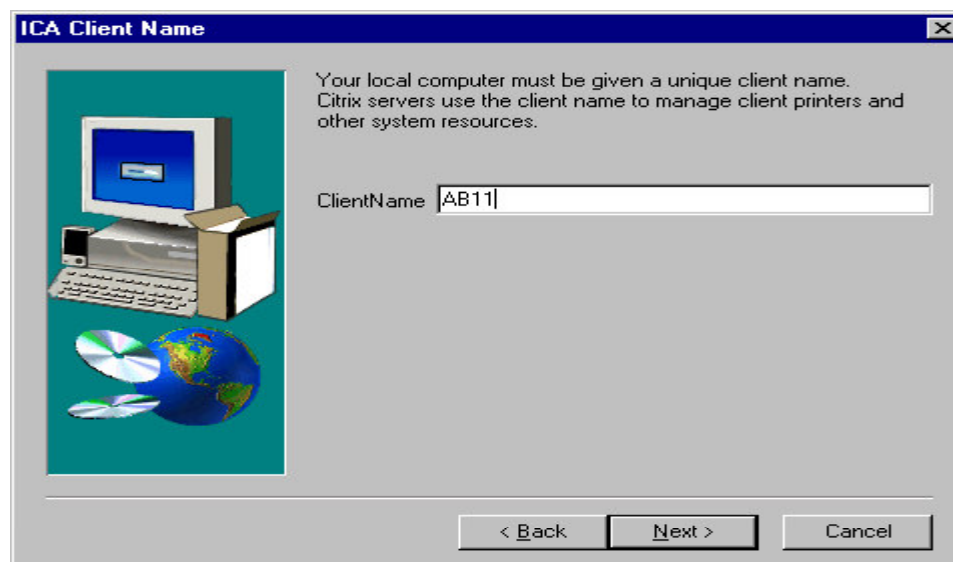
You can change the displayed path if desired by clicking **Browse**. Click “**Next**” to accept the displayed path and continue installation.

7. The **Select Program Folder** appears:



You can choose to use the default Citrix ICA Client folder, specify the name of a new program folder, or add the ICA Win32 Client icons to an existing folder. The program folder you specify is created if it does not already exist. Click “**Next**” to continue.

8. The **ICA Client Name** screen appears:

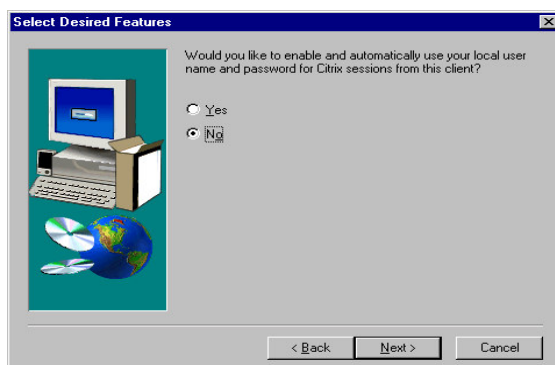


Specify a unique client name for your client computer. At the “**Client Name**” window enter the METAFRAME (RACF) username assigned to you by CMS (e.g., AB11) and **Click on “Next”**. (The client name will default to the computer-name and must be changed to the MetaFrame username assigned to you by CMS to avoid problems.)

**NOTE:** This step is extremely critical. The “**Client Name**” must be entered as described above and must absolutely be unique to your desktop or PC. If you did not enter the “**Client Name**” correctly Click on **Back** and retype as described above.

**Explanation:** Citrix servers use the client name to manage client printers and other system resources. If you do not give your client computers unique client names, device mapping and application publishing may not operate correctly. When you are done, click **Next** to continue. A progress window appears displaying the file names as they are copied to your hard drive.

9. At the **Select Desired Feature** window select “**No**” when ask if you would like to enable and automatically use your local user name and password for Citrix session from this client. Click “**Next**”.



10. Setup will now begin to copy files to your PC. When the Citrix ICA Client finishes copying the program files, the **Information** dialog box appears. Click “**OK**” to exit this window.

The **Citrix ICA Client** program group appears on your desktop.

## 5 Universal Print Driver Client

### 5.1 Pre-Installation Requirements

CMS employees - Insert the Remote Access CD into your CD-ROM drive on your PC. Double Click on “**My Computer**”. Double Click on the Drive that indicates your CD ROM drive. Double click on “**Eolupcli.exe**” icon.

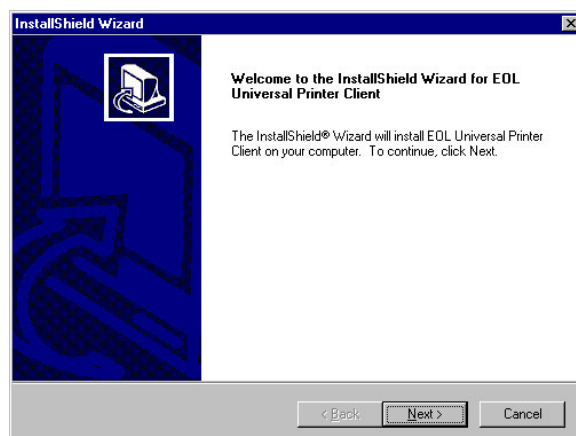
Non-CMS employees - Must download the Universal Print Driver Client software.

**Downloading:** You may download the Universal Print Driver Client from CMS Extranet at <http://158.73.207.36/eolupcli.exe>. You may download it to a network drive if you need to install it on multiple machines. If you do not have Internet access to download the Client, please call Nancy Peschau at 410-786-6008 or send an EMail to [RemoteAccess@cms.hhs.gov](mailto:RemoteAccess@cms.hhs.gov).

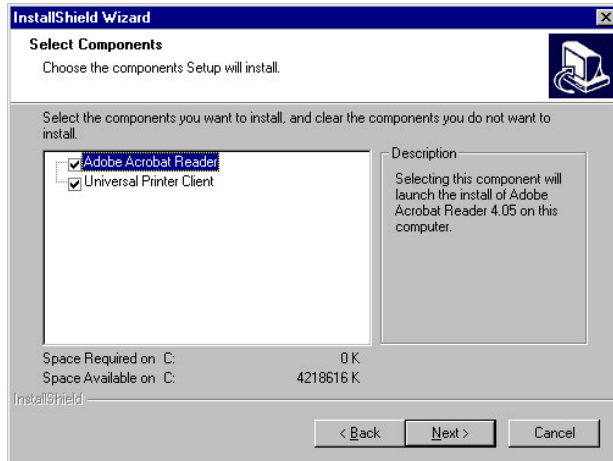
**Warning!** The Citrix Client 6.01 or later version must be installed prior to Universal Print Driver Installation.

### 5.2 Installation

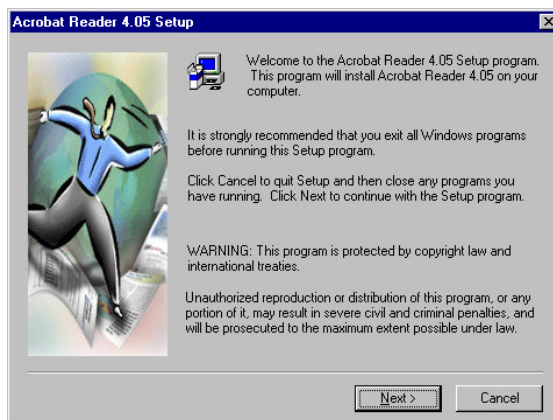
1. Click Start, Run, and type drive:path\setup (where drive is the drive letter and path\ is the path to setup program) and select OK. Alternatively, you can start Windows Explorer, navigate to the directory where the setup program was stored, and double-click the setup program.
2. Double Click on the “**eolupcli.exe**” icon. The Install Shield Wizard for EOL Universal Printer Client screen appears as shown below.



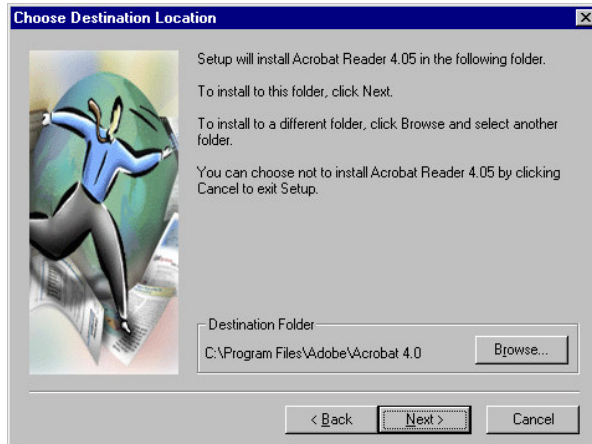
Click on **“Next”**. On the “Select Components” screen, select Adobe Acrobat Reader and Universal Printer Client by checking the corresponding square buttons. Click **“Next”**.



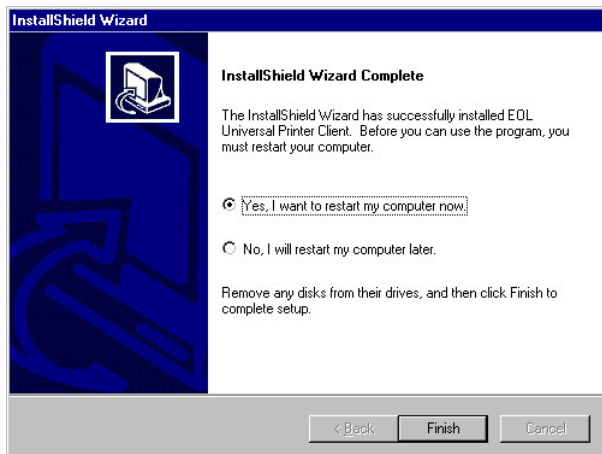
3. The Acrobat Reader 4.05 setup screen appears as shown below. Click **“Next”**.



4. On the **Choose Destination Location** screen, accept the default destination folder. Click **“Next”**.



5. Acrobat Reader is installed on the default directory. When the installation is complete, click **“OK”**.
6. The **“InstallShield Wizard Complete”** screen appears as shown below indicating the successful installation of EOL Universal Printer Client and warns that before you can use this program, you must restart your computer.
7. Select **“Yes, I want to restart my computer now”**.



8. Click on **“Finish”**.

## 6 Internet Explorer

**Required Software:** You will need Microsoft Internet Explorer (IE) Version 5.5 SP2 or higher with 128-bit encryption. To verify that you have the correct version, start IE, click on Help, and select About Internet Explorer.

If you don't have IE 5.5 SP2 or higher with 128-bit encryption, install it now. Detailed instructions for installing these standard Microsoft products are beyond the scope of this document. However, we will describe certain settings that must be made. If you have questions about IE in general or need assistance installing it, please see your local PC support staff.

You can download IE from the Microsoft website at <http://www.microsoft.com/windows/ie/>. When downloading from Microsoft over the Internet, be sure to download the 128-bit version, which is not licensed for export. Also make sure you download the Java Virtual Machine when you download IE (see Microsoft Knowledge Base Article – Q163637 INFO: Availability of Current Build of Microsoft VM). *"The current version (or build number) of the Microsoft virtual machine (Microsoft VM) is 3805. You can update previous versions of the Microsoft VM to Build 3805 if you install the "Security Update, March 4, 2002" from the following Microsoft Web site: <http://windowsupdate.microsoft.com>."* Windows XP users should apply the XP Service Pack to update VM. If Netscape is your only browser, it may be used to download IE, but it is not supported for access to the hcfa.gov NT Domain. If Netscape is your primary browser, you can still have two browsers on your system, one of which may be the default browser. You can set up a shortcut that invokes IE while keeping Netscape as your primary browser.

**Internet Explorer Settings: *Please check all these settings.*** Improper settings have been one of the major causes of end-user problems.

1. Open your IE browser.
2. To verify the Version Number for IE, click on Help and select About Internet Explorer.
3. Check these Internet Explorer settings:
  1. For IE 5, on the Menu Bar at the top, Click on Tools,
  2. Click on Internet Options,
  3. Click on the Security Tab,
  4. In the Zone box, select Trusted Sites Zone,
  5. Click the Add sites button,  
Make sure that the Web sites box has `*://158.73.0-255.*`  
and the "Require server verification (https:)" box is NOT checked.

If the Web sites box does not have the above entry, type:  
\*:/158.73.0-255.\* in the "Add this web site to the zone:"  
box and click the "Add" button. IE5 users: Click OK in the  
information window that appears. Clear the check in the  
"Require server verification (https:) for all sites in this  
zone." box.

6. Click OK.
7. Click the Custom (for expert users) item and Click on Settings.
8. Scroll down to User Authentication/Logon.  
Make sure that Prompt for user name and password is selected.
9. Click OK.
10. Click Apply.
11. Click on the Connection Tab.  
If "Access the Internet using a proxy server" is not checked.  
Click OK.  
If "Access the Internet using a proxy server" is checked.  
Click Advanced.  
In the Exceptions box enter:  
158.73.\*  
remember to include the ; to separate this entry  
from any other entry.  
Click OK
12. Click the Advanced Tab .  
Scroll down to the Java VM section and make sure the "JIT  
compiler for virtual machine enabled" box is checked.
13. Click Apply.
14. Click OK.
15. If these settings continue to reset, make sure you do not  
have the "Automatic Configuration" URL set:  
On the Menu Bar at the top, Click on View;  
Click on Internet Options;  
Click on the Connection Tab;  
Automatic Configuration, Click Configure. The  
URL: box should be empty. If not, clear it.  
Click OK.  
Click Apply and OK.



## 7 Application Shortcuts

### 7.1 CMS Data Center - HOD TN3270

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Mainframe** login. This is where you log in to TSO, OSCAR, ODIE, MCOY, and so on.

#### 7.1.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

1. Right click in location for the shortcut.
2. Select New and then select Shortcut.
3. Type the following in the "Command line:" box:  
<https://158.73.207.36/cgi-bin/tn3270r> and click Next.
4. Type the following in the "Select a name for the shortcut:" box: HOD TN3270 and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

#### 7.1.2 CMSDC Mainframe Login:

1. Double click on HOD TN3270 icon. This will bring up Internet Explorer.
2. At the Security Alert Screen- Under the Do you want to proceed? question click YES.
3. When the "Enter network password" box appears, enter your Mainframe/RACF User ID. For your password, type your Mainframe/RACF password in the password box. **DON'T check the save password box.** This is a security violation, and will also cause you (and us!) many problems 60 days from now when you change your password on the mainframe, or when you forget your mainframe password and have it reset. Click OK.
4. At the Microsoft Internet Explorer Security Screen, Click OK. Note that it may take as much as 5 minutes for this or the subsequent screens to appear

the first time, so don't immediately assume that the system has hung or stopped.

5. Click YES or OK to any additional security warning screens that may appear.
6. In a few moments you should see the CMSDC Data Center Screen appear.

At the CMS Data Center screen hit Enter and follow whatever instructions you have received to log on and access your applications. Any procedures for accessing applications are beyond the scope of these instructions.

A keybar and HELP button is available at the top of the mainframe window.

To print to a PC file instead of to a printer, you must go into Windows Printer Setup and add a printer, pointing it to FILE: instead of a COM or LPT port on the port selection menu.

For file transfers, click the "Transfer" button at the top of the screen. Click the HELP button on any screen for additional information.

### **7.1.3 Logging Off and Disconnecting**

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the mainframe window while still logged in. If you shut down while still logged in, you run the chance of having your terminal or printer session becoming hung in an active state, so you won't be able to connect the next time you log in. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in, make a note of your Terminal and Printer LUs and call the CMS Service Desk and ask that your LUs be reset.

When you have logged off of your application and are ready to disconnect, click the "X" in the upper right-hand corner of the Mainframe Window to close it. Then click the "X" in the upper right-hand corner of the browser to close it.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.2 CMS Application Portal

The following currently applies to CMS Employees only.

If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.2.1 CMSDC Shortcut

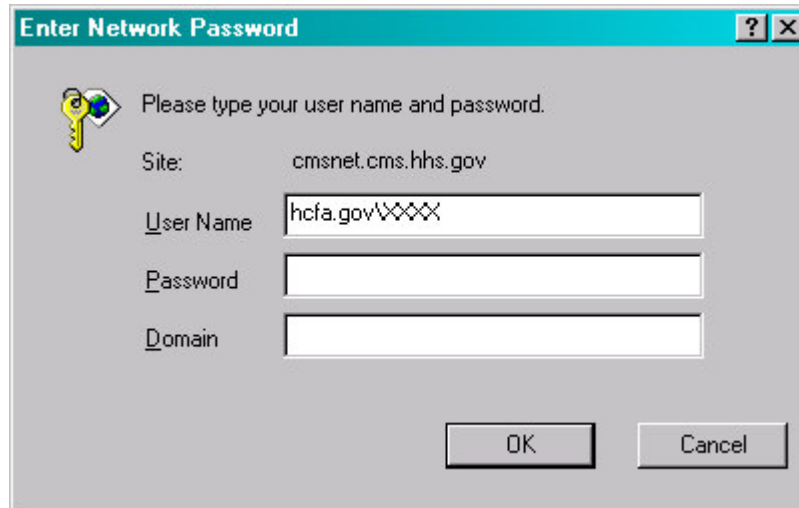
If this is your first time accessing this application, make a shortcut to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

1. Right click in location for the shortcut.
2. Select New and then select Shortcut.
3. Type the following in the "Command line:" box:  
<http://cmsnet.cms.hhs.gov/projects/cap/> and click Next.
4. Type the following in the "Select a name for the shortcut:" box: CMS Applications and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.2.2 CMSDC Login:

1. Double click on CMS Applications icon. This will bring up Internet Explorer.

2. When the "Enter network password" window appears, enter your CMS User ID in the User Name field using the following format "hcfa.gov\XXXX", where XXXX is your CMS User ID (do not enter the quotes). For your password, type your Mainframe/RACF/domain password in the password box. **DON'T check the save password box if present.** This is a security violation, and will also cause you (and us!) many problems 60 days from now when you change your password, or when you forget password and have it reset. Click "OK".



3. The CMS Application Portal will be displayed with links to authorized applications

### 7.2.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. Close the Internet Browser Window.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.3 CMS Intranet - CMSnet

The following currently applies to CMS Employees only.

If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer).

### 7.3.1 CMSnet Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

1. Right click in location for the shortcut.
2. Select New and then select Shortcut.
3. Type the following in the "Command line:" box:  
<http://cmsnet.cms.hhs.gov/> and click Next.
4. Type the following in the "Select a name for the shortcut:" box: CMS Applications and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.3.2 CMSnet Login:

1. Double click on CMS Applications icon. This will bring up Internet Explorer.
2. The CMSnet will be displayed

### 7.3.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Close the Internet Browser Window.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.4 HCIS - Customer Information System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

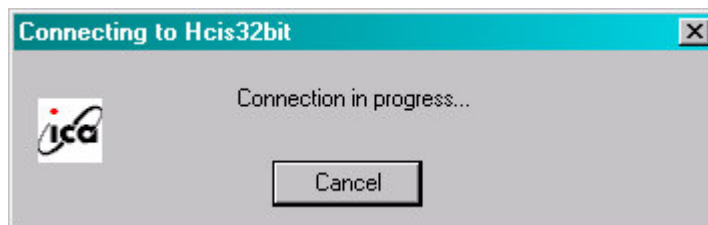
### 7.4.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.4.2 CMSDC Login:

1. Locate the saved file and double click on it
2. A “Connecting to” window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click “OK” button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### **7.4.3 Logging Off and Disconnecting**

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.5 ATARS - Audits Tracking & Reporting System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.5.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.5.2 CMSDC Login:

1. Locate the saved file and double click on it
2. A “Connecting to” window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click “OK” button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.



### **7.5.3 Logging Off and Disconnecting**

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.6 BUCS - Budget Under Control System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

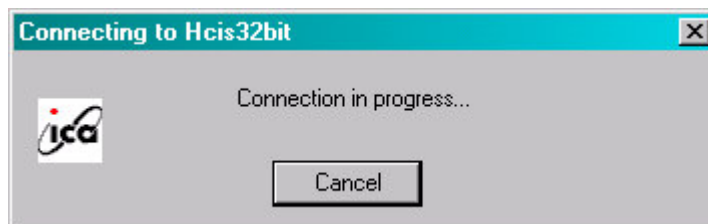
### 7.6.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.6.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.6.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.7 CIS Staff Action

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.7.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.7.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.7.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.8 CRAS – Cost Reporting and Analysis System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.8.1 CMSDC Shortcut

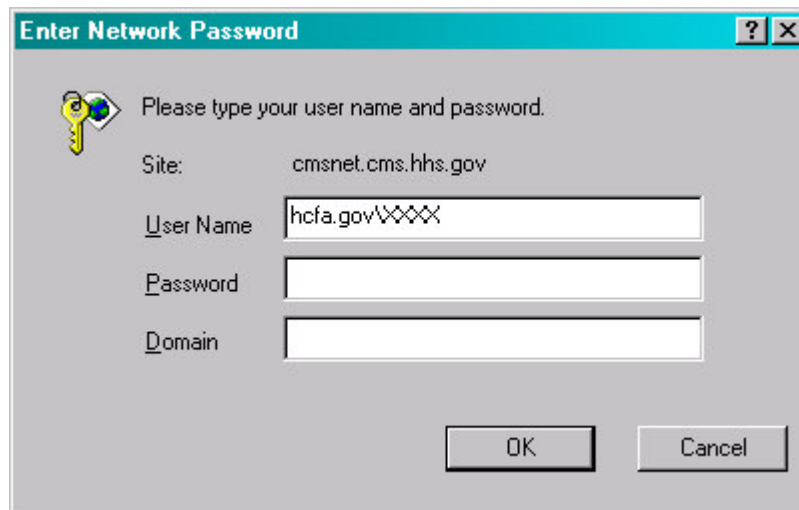
If this is your first time accessing this application, make a shortcut to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

1. Right click in location for the shortcut.
2. Select New and then select Shortcut.
3. Type the following in the "Command line:" box:  
<http://32.86.183.165/projects/cras/> and click Next.
4. Type the following in the "Select a name for the shortcut:" box: CRAS and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.8.2 CMSDC Login:

1. Double click on CRAS icon. This will bring up Internet Explorer.

2. When the "Enter network password" window appears, enter your CMS User ID in the User Name field using the following format "hcfa.gov\XXXX", where XXXX is your CMS User ID (do not enter the quotes). For your password, type your Mainframe/RACF/domain password in the password box. **DON'T check the save password box if present.** This is a security violation, and will also cause you (and us!) many problems 60 days from now when you change your password, or when you forget password and have it reset. Click OK.



### 7.8.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in.

Close the Internet Browser Window

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in the upper right corner of the dialer screen and select Yes to disconnect.

## 7.9 DESY

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.9.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

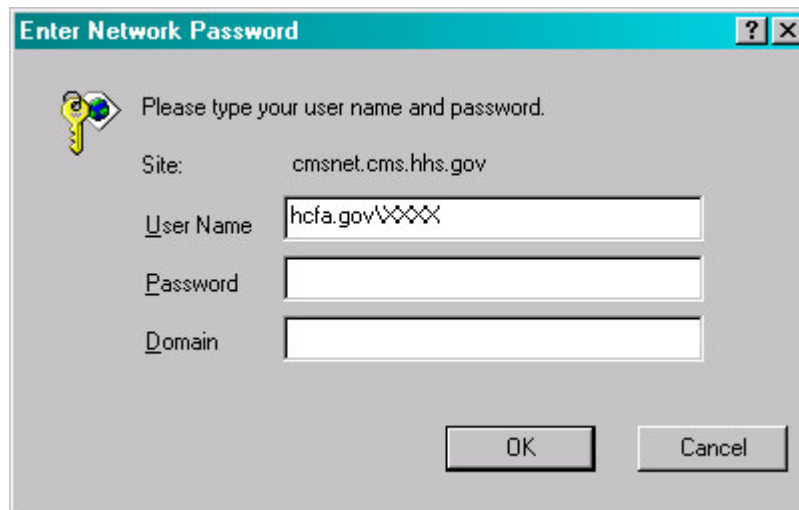
5. Right click in location for the shortcut.
6. Select New and then select Shortcut.
7. Type the following in the "Command line:" box: <http://32.86.183.166/> and click Next.
8. Type the following in the "Select a name for the shortcut:" box: DESY and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.9.2 CMSDC Login:

1. Double click on DESY icon. This will bring up Internet Explorer.



- When the "Enter network password" window appears, enter your CMS User ID in the User Name field using the following format "hcfa.gov\XXXX", where XXXX is your CMS User ID (do not enter the quotes). For your password, type your Mainframe/RACF/domain password in the password box. **DON'T check the save password box if present.** This is a security violation, and will also cause you (and us!) many problems 60 days from now when you change your password, or when you forget password and have it reset. Click OK.



### 7.9.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in.

Close the Internet Browser Window

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in the upper right corner of the dialer screen and select Yes to disconnect.

## 7.10 DOORS

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

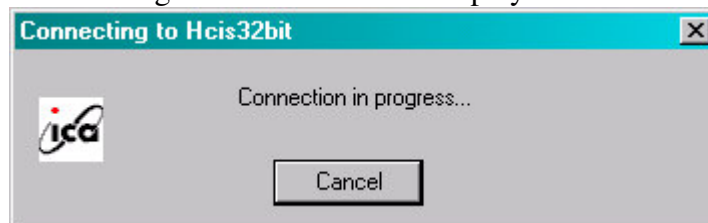
### 7.10.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.10.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.10.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.11 DOORSNET

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.11.1 CMSDC Shortcut

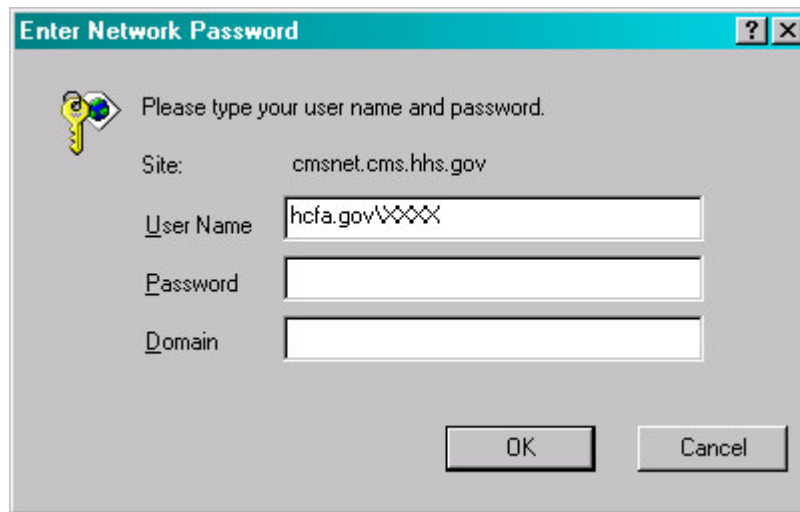
If this is your first time accessing this application, make a shortcut to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

1. Right click in location for the shortcut.
2. Select New and then select Shortcut.
3. Type the following in the "Command line:" box: <http://32.86.183.167/> and click Next.
4. Type the following in the "Select a name for the shortcut:" box: DOORSnet and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.11.2 CMSDC Login:

1. Double click on DOORSnet icon. This will bring up Internet Explorer.

2. When the "Enter network password" window appears, enter your CMS User ID in the User Name field using the following format "hcfa.gov\XXXX", where XXXX is your CMS User ID (do not enter the quotes). For your password, type your Mainframe/RACF/domain password in the password box. **DON'T check the save password box if present.** This is a security violation, and will also cause you (and us!) many problems 60 days from now when you change your password, or when you forget password and have it reset. Click OK.



3. The CMS Application Portal will be displayed with links to authorized applications

### 7.11.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in.

Close the Internet Browser Window

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in the upper right corner of the dialer screen and select Yes to disconnect.

## 7.12 FID - Fraud Investigation Database

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain login**.

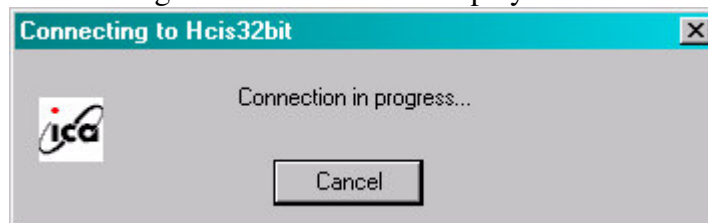
### 7.12.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

3. Locate the email you received from CMS application owner.
4. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.12.2 CMSDC Login:

5. Locate the saved file and double click on it.
6. "Connecting to" window will be displayed.



7. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
8. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.12.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.13 EUA – Enterprise User Administration Passport

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC** login.

### 7.13.1 CMSDC Shortcuts

If this is your first time accessing this application, make shortcuts to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

1. Right click in location for the shortcut.
2. Select New and then select Shortcut.
3. Type the following in the "Command line:" box:  
https://158.73.79.141/passport and click Next.
4. Type the following in the "Select a name for the shortcut:" box: CMS EUA Passport and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.13.2 CMSDC EUA Login:

1. Double click on CMS EUA Passport icon  
This will bring up your browser.
2. In a few moments you should see the EUA screen appear.



## 7.14 EUA – Enterprise User Administration Workflow

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC** login.

### 7.14.1 CMSDC Shortcuts

If this is your first time accessing this application, make shortcuts to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

1. Right click in location for the shortcut.
2. Select New and then select Shortcut.
3. Type the following in the "Command line:" box: http://158.73.79.144:8448 and click Next.
4. Type the following in the "Select a name for the shortcut:" box: CMS EUA Workflow and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.14.2 CMSDC EUA Login:

1. Double click on CMS EUA Workflow icon  
This will bring up your browser.
2. In a few moments you should see the EUA screen appear.

### 7.14.3 EUA Workflow Oracle JInitiator

If this is your first time using EUA Workflow, you will be asked to download the Oracle JInitiator software.

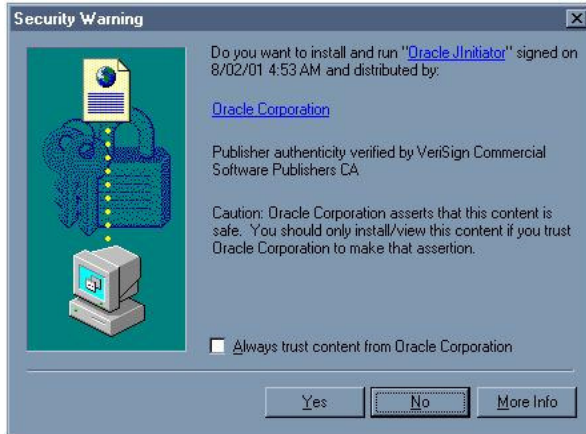
The Oracle JInitiator software needs only to be downloaded once. Oracle JInitiator enables end users to run Oracle Developer Server applications, e.g. CMS EUA Workflow, directly within Netscape Navigator or Internet Explorer. Oracle JInitiator is implemented as a plug-in (Netscape Navigator) or ActiveX Object (Microsoft Internet Explorer). Oracle JInitiator allows you to specify the

use of the Oracle certified Java Virtual Machine (JVM) on web clients instead of relying on the default JVM provided by the browser.

Oracle JInitiator is automatically downloaded to a client machine from the application server the first time the client web browser encounters an HTML file that specifies the use of Oracle JInitiator. The installation and updating of Oracle JInitiator is performed using the standard plug-in mechanism provided by the browser.

This file can be downloaded from CMS and is approximately 10MB in size. We are currently running on v1.1.8.16 of JInitiator.

For Microsoft Internet Explorer users, the dialogue box pictured below will appear, and to complete the download just follows the prompts on your screen.



For Netscape users, the dialogue box pictured below will appear, and you will be asked to download JInitiator as a plug-in, and again just follow the prompts on your screen to complete the install.



When complete:

If using Internet Explorer: Press the "Back" button on your browser to return to the previous window, the EUA Workflow application will start automatically.

If using Netscape: Close this window, and return to the previous window and click on the empty applet box to load the EUA Workflow application into Netscape.

Alternately, Oracle JInitiator can be pre-installed by downloading the executable from the CMS Internet web servers.

To install follow these instructions:

1. Download JInitiator from <http://www.cms.hhs.gov/mdcn/jinit.exe>.
2. Save the .EXE file to your computer's hard drive. Taking note of the folder location where you saved the file. Wait for the download to complete.
3. Run the .EXE file by double clicking on the file in Windows Explorer. A small dialog box will show up that asks you if you want to install the JInitiator. Click the "YES" button.
4. Follow the setup instructions inside the wizard after that to complete the install of the plug-in.

#### **7.14.4 Logging Off and Disconnecting**

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

When you have logged off of your application and are ready to disconnect, click the "X" in the upper right-hand corner of the Browser Window to close it. Then click the "X" in the upper right-hand corner of the browser to close it.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.15 FULS - Federal Upper Limit System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.15.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.15.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.15.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.16 HCRIS - Health Care Provider Cost Report Information System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer logon** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

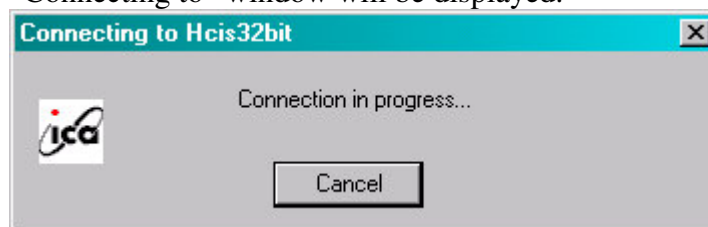
### 7.16.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.16.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.16.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.17 HGTS - Harkin Grantee Tracking System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain login**.

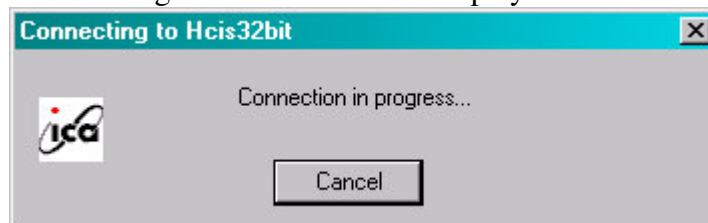
### 7.17.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.17.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.17.3 Logging Off and Disconnecting



Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.18 HTS - Travel System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

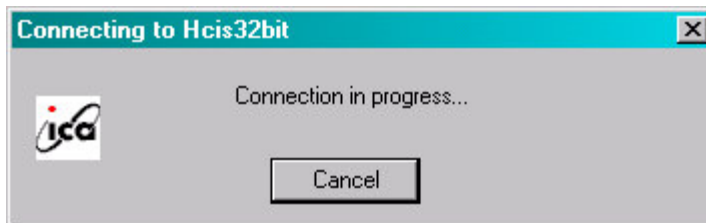
### 7.18.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.18.2 CMSDC Login:

1. Locate the saved file and double click on it
2. A “Connecting to” window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click “OK” button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.18.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.19 IRP - Incentive Reward Program Tracking System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain login**.

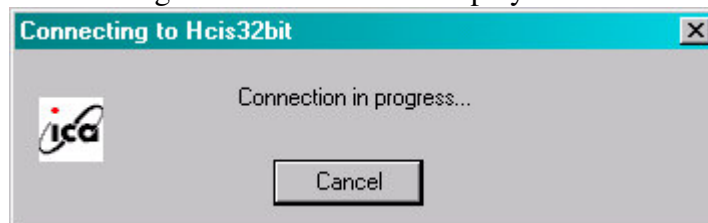
### 7.19.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.19.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.19.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.20 MBD – Medicare Beneficiary Database

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the AGNS Dialer logon (see section 3 AGNS Dialer). The second login is the **CMSDC Mainframe** login. This is where you log in to TSO, OSCAR, ODIE, MCOY, and so on.

### 7.20.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

5. Right click in location for the shortcut.
6. Select New and then select Shortcut.
7. Type the following in the "Command line:" box:  
https://158.73.207.36/MBD\_X\_0814.htm and click Next.
8. Type the following in the "Select a name for the shortcut:" box: MBD – Medicare Beneficiary Database and Click Finish. (**Note:** If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for how to create an IE-specific icon.)

### 7.20.2 CMSDC Mainframe Login:

3. Double click on MBD – Medicare Beneficiary Database icon. This will bring up Internet Explorer.
4. At the Security Alert Screen- Under the Do you want to proceed? question click YES.
5. When the "Enter network password" box appears, enter your Mainframe/RACF User ID. For your password, type your Mainframe/RACF password in the password box. **DON'T check the save password box.** This is a security violation, and will also cause you (and us!) many problems 60 days from now when you change your password on the mainframe, or when you forget your mainframe password and have it reset. Click OK.
6. In a few moments you should see the CMSDC Data Center Screen appear.

### **7.20.3 Logging Off and Disconnecting**

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

When you have logged off of your application and are ready to disconnect, click the "X" in the upper right-hand corner of the Browser Window to close it. Then click the "X" in the upper right-hand corner of the browser to close it.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.21 MDRI - Medicaid Drug Rebate Initiative

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

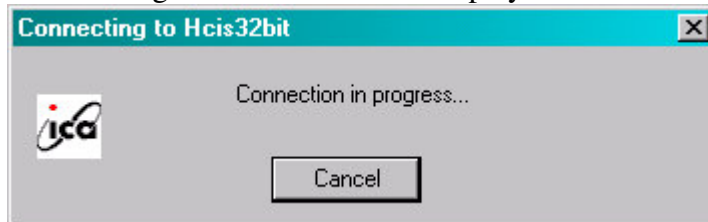
### 7.21.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.21.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.21.3 Logging Off and Disconnecting



Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.22 MED - Medicare Exclusion Database

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

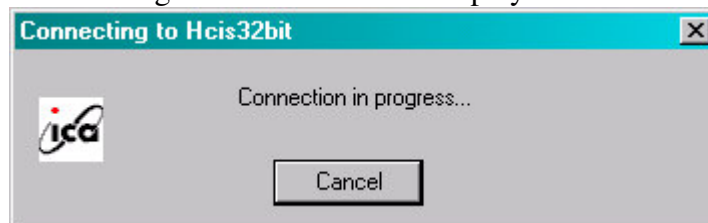
### 7.22.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.22.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.22.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.23 Metadata Query Facility

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

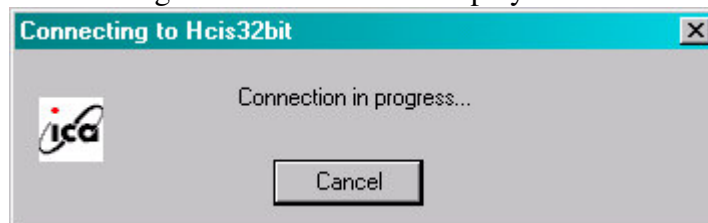
### 7.23.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.23.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.23.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.24 OIG Hotline

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

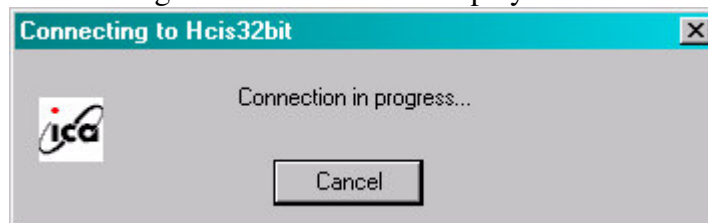
### 7.24.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.24.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.24.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.25 PECOS - Provider Enrollment Chain and Ownership System

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer logon** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

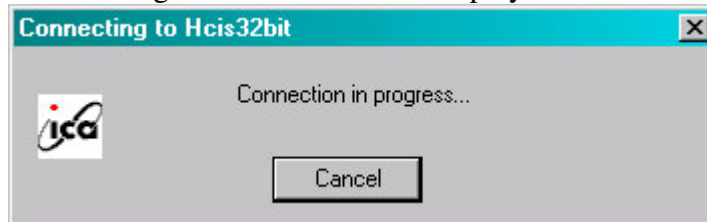
### 7.25.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.25.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.25.3 Logging Off and Disconnecting



Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.26 PIMR - Program Integrity Management Reporting

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer logon** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

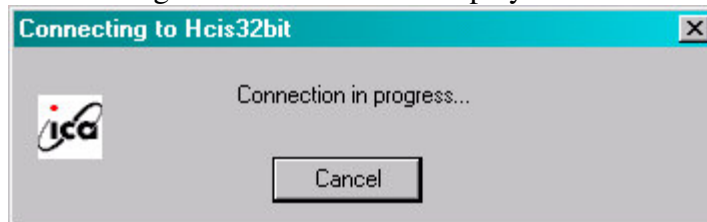
### 7.26.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.26.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### **7.26.3 Logging Off and Disconnecting**

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.27 QuickHire Federal

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer logon** (see section 3 AGNS Dialer). The second login is the QuickHire login.

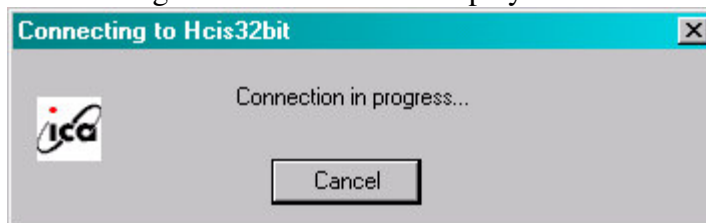
### 7.27.1 QuickHire Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.27.2 QuickHire Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your QuickHire userid (i.e. A101) and password.

### 7.27.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.28 Remote Desktop CO

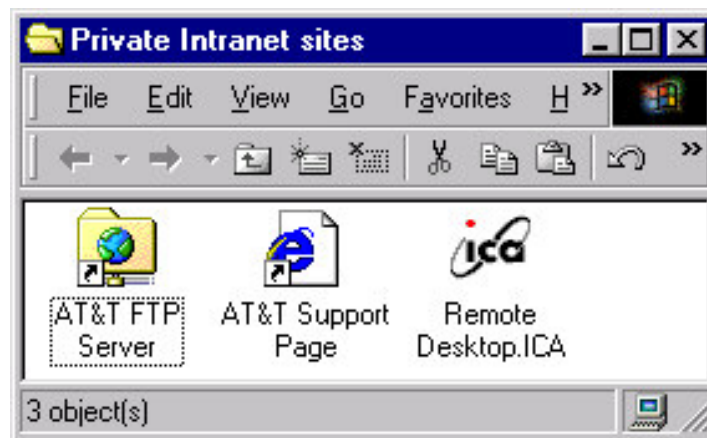
The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer logon** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

### 7.28.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Insert the Remote Access CD into your CD-ROM drive on your PC.
2. Double-Click on “My Computer”. Double-Click on the CD-ROM drive. Right Click on Remote Desktop ICA icon and select copy from the drop down menu.
3. Restore the AGNS Dialer Private Intranet sites window.
4. Select Edit from Tool Bar and click Paste. This will create a Remote Desktop ICA icon in the Private Intranet sites Window.

A shortcut has now been established.



### 7.28.2 CMSDC Login:

1. Open the AGNS Dialer Private Intranet Sites and double click the Remote Desktop icon.

2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password.

### 7.28.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 7.29 SA – Expert Advisor

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

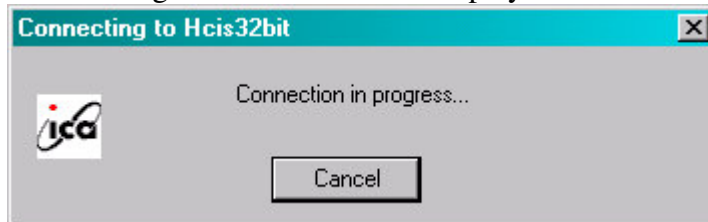
### 7.29.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

### 7.29.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. “Connecting to” window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click “OK” button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

### 7.29.3 Logging Off and Disconnecting



Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

### 7.30 SPW - State Plan Amendments and Waivers

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

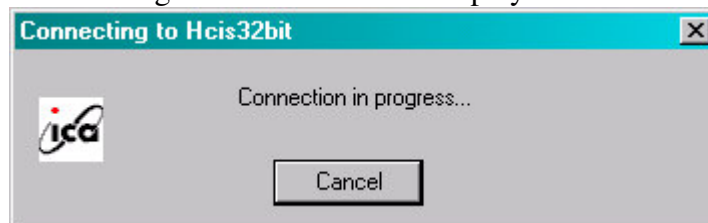
#### 7.30.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

#### 7.30.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

#### 7.30.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

### 7.31 Stars 46 National

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

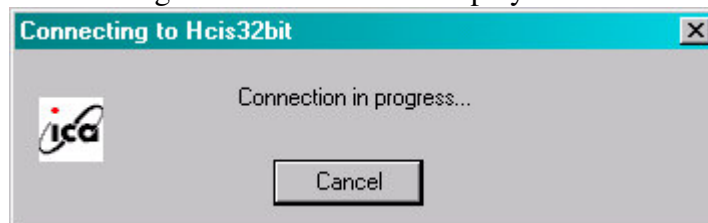
#### 7.31.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

#### 7.31.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

#### 7.31.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

### 7.32 Stars\_45sp1

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain login**.

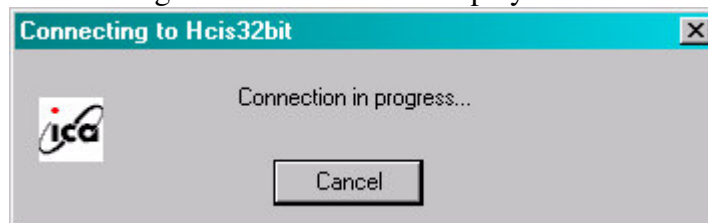
#### 7.32.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

#### 7.32.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

#### 7.32.3 Logging Off and Disconnecting

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

### 7.33 Visual Source Safe

The first step in configuring access to a CMS application is to determine the type of access required for the application. Section 2 lists the application and the type of access required. If access to CMS is through dialup, the first login is the **AGNS Dialer login** (see section 3 AGNS Dialer). The second login is the **CMSDC Domain** login.

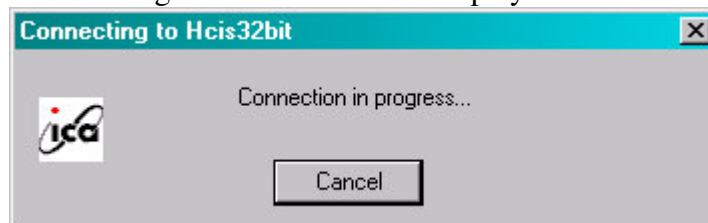
#### 7.33.1 CMSDC Shortcut

If this is your first time accessing this application, make a shortcut to access CMS as shown below. Note: CMS Employees may use the CMS Application Portal Shortcut instead of the following method. Refer to section 7.2 for instructions on setting up a CMS Application Portal shortcut.

1. Locate the email you received from CMS application owner.
2. Save the attached Citrix ICA file to your desktop or another location on your workstation. If you are connecting using the AGNS dialer see the AGNS Dialer Logon section for the recommended location of the shortcut.

#### 7.33.2 CMSDC Login:

1. Locate the saved file and double click on it.
2. "Connecting to" window will be displayed.



3. The CMS Login Warning Banner window will be displayed. Click "OK" button after reading the banner.
4. The CMS Login dialog box will be displayed. Enter your CMSDC userid (i.e. A101) and password. The Domain box should say HCFA.GOV, if not, select HCFA.GOV using the pull-down arrow in the Domain box.

#### 7.33.3 Logging Off and Disconnecting



Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

Log off of your application when you are through instead of just closing the window while still logged in. If you shut down while still logged in, you run the chance of hanging the Citrix session in an active state. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in call the CMS Service Desk.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click on the X in upper right corner of the dialer screen and select Yes to disconnect.

## 8 Troubleshooting

### 8.1 Internet Explorer Browser

1. First and foremost, make sure you have the correct and compatible versions of the Internet Explorer browser and Java Virtual Machine. To find your Internet Explorer Browser level, click HELP from the top of your browser screen. Click About Internet Explorer. The version, Cipher Strength and Service Pack (SP) levels should be noted. To find your Java Virtual Machine level, click the Windows Start button, move the mouse to Programs, click the Command Prompt program. At the DOS command prompt type: JVIEW and hit enter. The first line will say the command line loader for JAVA version: x. Please check the **Internet Explorer Settings** procedures in the **Installing Internet Explorer** section. If you are having errors the version number and the other settings are the first thing we check when you call us.
2. If the AGNS Dialer will not install a modem, make sure you have Dial-Up Networking (DUN) installed. To check, double-click the My Computer icon and make sure there is an icon for Dial-Up Network. If there is not, you need to install DUN before proceeding. If there is an icon, double-click it to make sure it is really installed.
3. Make sure that the Client for Microsoft Networks is installed on Windows 98. This is done from the clicking Start/Settings/Control Panel/Network/Configuration Tab/Add/Clients/Client for Microsoft Networks/Add/OK.
4. Make sure that TCP/IP is installed.
5. Authentication Problems (e. g., 401 Messages):
  - If you receive a message stating that the credentials passed do not match, check these Internet Explorer settings as directed above.
  - If these settings keep being reset, make sure you do not have an Automatic Configuration URL set. This, too, was covered in the **Internet Explorer Settings** procedures in the **Installing Internet Explorer** section:
    1. On the Menu Bar at the top, Click on View;
    2. Click on Internet Options;
    3. Click on the Connection Tab;  
Under Automatic Configuration, Click Configure;  
The URL: box should be empty; If not, clear it;  
Click OK;
    4. Click Apply and OK. If you cannot change this setting, please see your local PC or Network Support Staff.

6. If the Start Terminal Session and Start Printer Session buttons do not populate, make sure you have the correct version of Internet Explorer (see above). This is one symptom that you are using Version 3, which will not work. Also, make sure you have the JIT compiler enabled. Again, see the **Internet Explorer Settings** procedures in the **Installing Internet Explorer** section.

7. Other problems with the AGNS Dialer:

a. There is a problem with the Dialer coexisting with a Token Ring card. You may need to set up a network-disabled NT configuration to re-boot to for dialing. In Windows NT, this is done from the System Icon on the Control Panel screen. See your local PC Support staff for assistance with this.

b. There is a problem with the Dialer coexisting with Microsoft WinSock Proxy Client (WSP Client). You may need to disable WSP Client when dialing. Again, please see your local PC Support staff for assistance with this.

8. **PROBLEM:** Keyboard input is ignored. PC appears to be "dead."

**REASON:** The JAVA applet that is downloaded to your PC when you connect to CMS sometimes "misses" the keyboard function if you exit the Window running CMS connectivity and bring up another Window, your E-MAIL system as an example, and then return to the CMS Window.

**SOLUTION:** Use your mouse to click below the "Enter" key on the keypad at the bottom of your screen. If this does not work, then click on the "Enter" key on the keypad at the bottom of your screen. JAVA will always detect and act on the soft keyboard. Once JAVA "wakes up" by processing the soft ENTER, you should be able to resume using the keyboard.

9. If Netscape is your primary browser, creating a Shortcut in the Private Intranet sites window will invoke Netscape instead of Internet Explorer. To create an Internet Explorer shortcut, right-click on the Internet Explorer icon on your desktop, hold down the right button, drag the Internet Explorer icon into the Private Intranet sites window, and release the button. Then select 'Create Shortcut(s) Here' from the pop-up menu.

Now double-click the Internet Explorer shortcut to open Internet Explorer. When it opens, if this is the only site for which you use Internet Explorer, click on View (or click on Tools if you have IE5), then Internet Options. On the General Tab, in the 'Address:' box in the 'Home Page' section, type:

<https://158.73.207.36/cgi-bin/tn3270r>

and click OK. The HOD TN3270 page is now the Home Page for Internet Explorer. If you need to use Internet Explorer for other sites, you can go the HOD TN3270 page and save it in your Favorites.

**SYMPTOM:** You are using Internet Explorer browser and when you access the address for a CMS web application, you are prompted for your user credentials (that is, your user name and password). You input "hcfa.gov\userid" and your password. You then immediately receive the error message "Access is Denied" despite providing proper credentials.

**CAUSE:** This problem will occur if you have not installed the Client for Microsoft Networks in your network control panel. Without the client, your Internet Explorer browser will not be able to process the request for NTLM authentication.

**RESOLUTION:** If you want to log in to a server that is using NTLM authentication (such as CMS Microsoft web servers), use the following steps to install the client for Microsoft Networks:

1. Open the Windows Control Panel.
2. Double-click the Network control panel icon.
3. If the Client for Microsoft Networks is not one of the installed components, click Add.
4. Click the type of network component, and then click Add.
5. In the Manufacturer column, click Microsoft. In the Network Clients column, click Client for Microsoft Networks. Click Add.
6. If you are prompted to do so, insert the Windows compact disk or floppy disk in the appropriate disk drive. If you are prompted to restart the computer, click Yes.

## 8.2 Citrix ICA Client

**Message:**

*“There is no Citrix server configured in the specified address”*

-or-

*“There is no route to the specified subnet.”*

**Possible causes:**

1. Your company’s router ports are not configured to allow ICA packets through the required ports
2. A firewall or proxy server product is denying access to your machine out of your company’s network

**Solution:**

First check with you system administrator for the following requirements, The following ports must be open in your company’s router and firewall to allow ICA protocol packets (citrix protocol packets) to communicate with the Citrix Server.

Port 1494 for TCP/IP is opened.

Port 1604 for UDP is open outbound.

Port 80/443 for TCP/IP is open outbound.

Port 1023 and above (The High Ports) are opened for TCP and UDP inbound.

**Message:**

*“Cannot connect to the Citrix server. The Citrix server you have selected is not accepting connections.”*

**Possible causes:**

This message is not an error problem. This message is usually displayed when the Citrix Administrator has disabled the Server connections for maintenance purposes.

**Solution:**

Try connecting to the Citrix server at a later time.

**Message:**

*“The system has reached its license logon limit, please try again later.”*

**Possible causes:**

The Citrix server has reached its licensed logon limit. The Citrix server pools its licenses. Licenses are on a first come, first serve basis. When a user log’s on, that user is holding a license until he logs off. When that user logs off the license will be available to the next logon request.

**Solution:**

Try logging on again in about 15 minutes or so. You must wait for a license to be released for you to logon.

## Can You Ping the Server?

Check that the network is functioning correctly. Use a TCP/IP tool such as the **ping** command to verify the connection to the Citrix server.

**c:\>ping <hostname>**

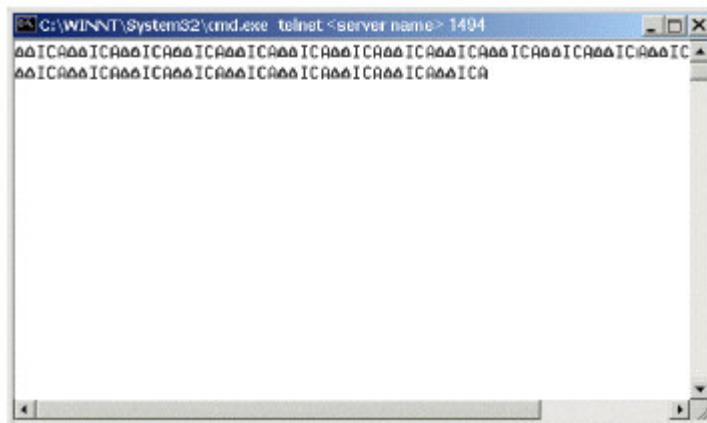
If you cannot ping the server and ICMP (Internet Control Message Protocol) is not being filtered either by a firewall or a router, you do not have a clear path to the server. This is a problem at the network level that needs to be resolved before the ICA Client can make a connection.

## Can You telnet to Port 1494 and Get an ICA Detection String?

Ensure that the network TCP port 1494 (port used by Citrix servers and clients to pass ICA traffic) is open. To do this, start a telnet client at the command prompt on the client workstation:

**c:\>telnet [server address] 1494**

If you do not see the ICA detection string as shown below, you are experiencing problems establishing a socketed connection with the Citrix server.



### 8.3 Oracle JInitiator

Additional information on Oracle JInitiator is available from Oracle web site:  
<http://otn.oracle.com/software/products/developer/htdocs/jinit.htm>.

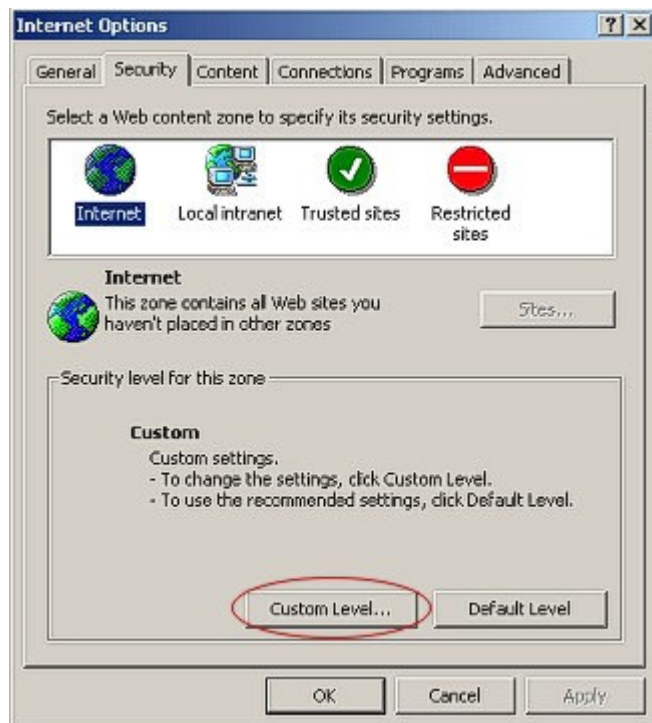
**JInitiator installation begins then holds unexpectedly and nothing happens anymore.**

**Solution:** Logon the computer under any account with administrator rights before trying to install JInitiator. Note that this login is only needed to install JInitiator the first time. You may use your own login afterwards.

**You get the message: "Your current security settings prohibit running ActiveX controls on this page. As a result, the page may not display correctly."**

**Solution:**

- Choose option '**Tools- Internet options**' from the Internet Explorer menu
- Then go to '**Security**'
- Select '**Internet**' and press the '**Custom level**' button



- Then ensure that you have the same options ticked:





- Press OK
- Enter the application site again. A message related to the installation of a Java plug-in will appear on your screen.
- Answer 'YES' and follow the procedure.